

Front of House Assistant – Full Time

This position is based at Perrywood Sudbury which we took over as our second garden centre in September 2018 (formerly the Wyevale Sudbury Garden Centre). Our first, Perrywood Tiptree, has been operating since the 1950s as an independent, family-owned garden centre run by Alan, Karin and their children Simon, Hannah & Tristan in Essex.

Applicants must be outgoing and happy to talk to customers. In return we offer training, time and a half pay at weekends and no evening hours.

Key duties

- Assist customers with our counter service, including barista drinks and till (knowledge of special dietary requirements will be required - training given)
- Take food from the hot pass to customer's tables in a timely manner, interacting confidently with customers and colleagues
- Assist customers so that they feel welcomed and well attended to – for example helping to carry trays, move chairs, fetch high chairs etc.
- Ensure the restaurant floor, condiment stations and hot pass remain stocked and clean at all times
- Clear tables of crockery and cutlery, in a timely manner, and keep all customer areas including the floor clean and tidy
- Collect, wash and store crockery, cutlery and catering utensils, ensuring a continued supply to kitchen and front of house
- Operate industrial dishwashers, with the need to hand wash some items
- Take part in cleaning as required and maintain scrupulous cleanliness of all areas covered under your place of work

Your capabilities

- Recent experience of working in a waitressing, hospitality or catering role is preferred, although applications will be considered from those in other customer service roles
- Must be outgoing and happy to talk to customers, with an optimistic and approachable manner
- You must be customer-focused; a compassionate individual who can recognise when customers or colleagues need help, and can problem solve
- Ability to work as an effective member of our team, with excellent communication skills. You can use your own initiative and motivation to identify and complete tasks.
- You have a flexible approach to working, and are happy to do a variety of tasks as required across both dish wash and front of house
- You must be able to bend, lift and carry items as required and sustain long periods of time on your feet
- Good standard of English and Maths

Requirements

- You'll need to work some bank holidays, but will be given a day's holiday in lieu and paid time and a half

- Good communication and customer service skills
- Good standard of English and Maths
- Smart appearance
- Minimum age 16

Working with

- Report into the Restaurant and Catering Manager
- You'll work alongside cooks/chefs and assistants

Rewards and Benefits

Salary to be confirmed dependent on skills and level of experience. In addition you will receive the following benefits:

- **Discount** – after one year employees are entitled to receive a 30% discount for the garden centre (some exceptions apply)
- **Paid holiday** – holiday entitlement is 20 days per year (pro rata), plus bank holidays. Restrictions apply.
- **Annual Christmas bonus**
- **Part-uniform** provided
- **Employee Assistant Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training & development**, as required including online modules e.g. customer service / food hygiene
- **Free parking**
- **Workplace pension**