

## Front of House Assistant

**Working: 10 days a fortnight, including every other weekend 8.30 – 5 (Sundays 8 .30 – 4)**

Week 1: Monday / Tuesday / Thursday / Friday / Saturday / Sunday

Week 2: Tuesday / Wednesday / Thursday / Friday

Due to Current guidelines regarding the opening of hospitality we have changed our set up to a bookable table and waitress system. We may find this system works for us in the long term or we may return to a counter based way or working, meaning applicants will need to be completely flexible in their approach to work and be able to change with us when the time comes.

We are known for our fresh home cooking, offering a full breakfast and lunch service every day, along with our amazing homemade selection of cakes and desserts and our award-winning afternoon teas. We are proud to hold a reputation for delivering exceptional customer service and want every customer to leave feeling like they have been greeted warmly. If you would like to join our outstanding team within this family run business, 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

- **As mentioned, duties are changing due to social distancing, and may change again once social distancing is no longer in place.**
- Undertake all counter service requirements - whether working a direct counter service or via a new serve to table system.
  - Barista drinks, till transaction, clear & concise written food orders with a good understanding of allergens and dietary requirements, dessert serving, table waiting
  - Table clearing, dishwash rota to include industrial machinery, restocking of counters
- 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
- Take part in cleaning as required and maintain scrupulous cleanliness of all areas covered under your place of work

### Your capabilities

- Barista trained - essential and will need to be demonstrated at interview
- Recent experience or working in hospitality within a counter & waiting role - essential
- Must be outgoing and happy to talk to customers, with an approachable manner and be able to recognise when customers or colleagues need help or assistance - essential
- 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 - essential
- You have a flexible approach to working, with an understanding of all the roles that will be undertaken, these will include working both front and back of house - essential
- Ability to work under pressure, retaining information given and follow instructions - essential
- You must be able to bend, lift and carry items as required and sustain long periods of time on your feet - essential

### Requirements

- Working 10 days a fortnight and every other weekend
- Weekend work is paid at time and a half
- You'll need to work some bank holidays, but will be given a day's holiday in lieu and paid time and a half
- Excellent communication and customer service skills
- Excellent standard of English and Maths
- Smart appearance
- Minimum age 16

### Working with

- Report into the Restaurant Manager
- You'll work alongside cooks/chefs and other FOH 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, plus bank holidays. Restrictions apply.
- **Annual Christmas bonus**
- **Part-uniform** provided
- **Training & development**, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers
- **Employee Assistant Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Workplace pension**
- **Free parking**