A picture containing font, text, graphics, screenshot

Description automatically generated

**Job description and person specification**

**Job title:** Senior Front of House Assistant

**Location:** Newton Court

**Hourly Rate:** £11.95 per hour (plus tips)

**Hours:** Daytime hours Monday to Sunday with occasional evenings (will need to open and/or close the front of house on the shift)

**Reports to:** Front of House Manager

**Job purpose:**

To co-ordinate front of house activities across the shift to ensure excellent customer service is delivered consistently

**Responsibility areas**

**Front of House**

* Set up and close down front of house and complete the daily checklists
* Co-ordinate the Front of House Team and ensure they are aware of their job roles for the specific shift
* Liaise with the kitchen to confirm and communicate daily menus and update till system with relevant specials
* Check and maintain adequate stock levels and rotation of all front of house goods
* Check and make sure allergens are clearly marked on all front of house goods
* Check, prepare and co-ordinate online (Resdiary), email and telephone bookings
* Ensure a steady flow of orders to the kitchen and bar so they are not overwhelmed and customer’s expectations are managed.
* Listen to and resolve customer concerns, noting any issues and escalating to Front of House Manager, Assistant Manager, or Head Chef as necessary
* Cashing up and cash handling and ensure figures match
* At the close of business secure the building and grounds

**Farm Shop**

* Check the stock level of shelves and shelf life for the Farm Shop and liaise with Front of House Assistant Manager regarding orders and expected delivery days.
* Check Farm Shop deliveries are what was ordered and check and sign delivery notes and report any discrepancies.
* Arrange and display Farm Shop goods in an appealing and aesthetic manner

**Person Specification**

**Teamworking**

Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

**Specialist knowledge and experience**

Experience of providing a hospitality service in a fast paced, busy environment

**Customer Focus**

Quickly builds rapport and easily establishes relationships with customers. Relates well to different types of customer, listens and gets on with them. Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their

interests.

**Communication**

Speaks confidently and fluently. Talks at a suitable pace and level. Holds others’ attention when speaking.

**Reliability**

Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

**Resilient**

Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.

**Special conditions**

* Hours are on a rota basis over seven days a week, during restaurant opening hours. Individual preferences are accommodated where possible however cannot always be guaranteed.
* Uniform is provided by way of a Newton Court T-Shirt and Apron.

Updated August 2024