

Job description	
Job Title	Front of House Service Assistant (18 and over)
Main purpose of the role	To work with a team to provide a positive, friendly and professional experience for food and beverage service. Looking after our guests and helping us to maintain an excellent reputation for service, atmosphere and food.
About Us	<p>We believe in getting three things absolutely right: food, service and ambience and we are always searching for ways to improve.</p> <p>Our skilled team of chefs create honest food using seasonal ethically sourced produce. Classical culinary training and techniques is the base to create menus with great flavours using influences from around the globe.</p> <p>The Service Team are professional, caring, friendly and helpful they provide an experience that is buoyed with attentive but unfussy service from the moment they come into work and of course when the guests arrive and importantly to the time guests and everyone departs.</p> <p>The Plough is a beautiful 15th century building, originally built around 1480 nestling in the North Bedfordshire Wolds. It has an intimate yet relaxed atmosphere with log fires in winter, opening up in the summer to a large garden area. It offers comfort and a warm welcome.</p>
Location and pay scale	<p>The Plough at Bolnhurst</p> <p>Hourly rate: from £10.00 to £12.00 depending on experience</p> <p>Flexible shifts from Friday Evening, Saturday Lunch & evening & Sunday Lunch. Other weekday shifts available if required</p>
Reports to	Line manager
Direct Reports	Service Supervisor on Duty

<p>Key Responsibilities and Deliverables</p>	<p>Working with a team to provide a positive and professional experience for food and beverage service:</p> <ul style="list-style-type: none"> • delivering menus and offer help or information regarding food and drink options to guests • taking accurate orders for drinks and food • delivering drinks and food promptly and correctly to guests • clearing tables carefully and efficiently • preparing and delivering hot drinks to guests • operating the till with accuracy to order food and drinks • checking customer bills accurately • take customer payments and operating the till to process payments • cleaning and relaying tables, neatly and precisely • preparing bar drinks • opening and serving wine at the table (age dependant) • communicating well with colleagues and working as part of a team to enable smooth, relaxed service for guests at an appropriate speed of service <p>Interaction with guests:</p> <ul style="list-style-type: none"> • Welcoming guests on arrival and thanking them on departure • Providing information to guests on food and beverage choices • Being observant and attentive • Awareness of customer requirements • Interacting with guests and communicating with team and management to ensure all requests and feedback are handled promptly
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • assist in maintaining a clean safe working environment to Company Standards • ensure personal compliance with health and safety and hygiene standards as set out by the Company • Ensuring compliance with restaurant security procedures.
<p>Working Relationships</p>	<p>The role will work as part of the whole team at The Plough and will have significant interaction with our guests.</p>
<p>Major Challenges</p>	<p>This can be a busy role requiring long periods of concentration; you are on your feet most of the time. It requires you to be organised to be able to balance your work with other activities such as study, hobbies, family and social life</p> <p>It is important in maintaining our service and reputation with our guests and also our business ethos that our team are positive and friendly and have an open approach to any new experiences</p>
<p>Date of Preparation</p>	<p>February 2022</p>

Person Specification

Criteria	Essential	Desirable
Education and Qualifications	Level Two Food Hygiene Certificate (Online course details provided and support to complete this)	A minimum level of GCSE or equivalent Maths and English to Grades C or above
Experience, Knowledge and Skills	Proven communication skills, and a capacity to learn and adapt to new situations. Reflective and self-aware.	<p>Previous Front of House experience and an understanding of how a kitchen and restaurant runs.</p> <p>Working knowledge of all relevant licensing laws, health and safety and other statutory regulations</p>
Personality, Character Traits and Disposition	<p>Personable, welcoming and approachable to both colleagues and guests</p> <p>An organised approach to work with the ability to stay on top of small details without losing sight of the bigger picture of looking after guests</p> <p>Working well with others as part of a team</p> <p>The confidence and experience to be self-motivated</p> <p>A positive can-do attitude with infectious levels of energy and enthusiasm</p> <p>A love of good food, wine and drinks, and a desire to learn more</p> <p>A passion for customer service</p>	<p>Likes to take on responsibility, and would like to grow into a supervisor role</p> <p>The capacity to think through tasks independently, and problem solving skills</p>

	<p>A dedication to service and putting your colleagues and guests first</p>	
<p>Miscellaneous</p>	<p>Due to our rural location, you must have thought logistically about how you will come to work, and have a reliable method of transport.</p> <p>References will be taken up</p> <p>Proof of the right to work in the UK will be required</p>	<p>To hold a full UK driving licence and have access to your own vehicle.</p>