

NANCARROW

FARM / BARNES / KITCHEN

Job Description

Job Title:	Front of House Team Member
Location:	Nancarrow Farm, St Allen
Starting Wage:	Competitive
Working Hours	Flexible (evenings & weekend working essential)
Line Manager:	Floor Manager & Event Manager

Objective:

To ensure efficient and effective delivery of service during events and providing excellent customer service.

Responsibilities:

- Interact with customers and deliver excellent customer service, at all times
- Help with pre-service preparations and attend briefing with Events Manager and Head Chef
- Assist Floor Manager & Supervisors with food service and handling of dietary requirements
- Pro-actively deal with guest queries and complaints
- Assist with the clear down after service, including the cleaning of the Servery and tidying of relevant hired items
- Serve drinks from the bar during licensing hours (if aged over 18)
- Comply with all food and beverage regulations
- Always adhere to all company policies and procedures and licensing laws
- Carry out instructions given by the management team

Person specification:

- An energetic, hardworking staff member who thrives in a customer facing role. The ideal candidate must have excellent communication and customer relation skills.
- Eligible to work in the UK and provide proof when necessary
- Have a UK bank account
- Available weekends and evenings
- Positive attitude and excellent communication skills
- Good listening skills and keen to learn from others
- Access to own transport
- Works well as a member of a team
- Professional attitude and appearance, with excellent time keeping
- Flexible, reliable and able to work well in a busy environment

Please note, this role requires long periods of standing, working outdoors and some heavy lifting.