



JOB TITLE:	Serving Staff
DEPARTMENT/ BUSINESS:	Front of House at The Devonshire Arms, Pilsley
REPORTS TO:	Restaurant & Bar Manager
SUPERVISES:	N/A
SALARY:	Up to £8.42 per hour plus other benefits
HOURS OF WORK:	Minimum of 40 hours per week Early or late straight shifts

OVERVIEW OF THE ROLE:

To ensure that all guests have an enjoyable experience and wish to return by delivering the highest standards of food and customer service.

MAIN DUTIES:

- To ensure all guests are greeted/acknowledged on arrival and departure.
- To provide excellent service in the provision of food and drinks.
- To ensure all areas adhere to the Company's high hygiene standards.
- Light cleaning duties – sweeping, mopping, polishing, hoovering etc.
- To ensure all cutlery, crockery and glasses are cleaned and polished.
- To take bookings over the telephone and face to face.
- To develop a good understanding and knowledge of menu items, wine and drinks.
- Bar work (over 18's only) and drinks service.

This list of duties is not exhaustive and additional duties may be required within reason for the better fulfilment of the role and the needs of the business.

GENERAL RESPONSIBILITIES:

- To complete all Health & Safety and Job Skills training as required.
- To work in accordance with company Health & Safety guidelines especially in relation to Hazard and Accident

LET'S REACH YOUR POTENTIAL





- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To provide a healthy and comfortable working environment, smoking is prohibited throughout the Hotel.
- To undertake any training/coaching required by the Company to enable you to perform your duties effectively.

PERSON SPECIFICATION:

- Some previous restaurant experience is desirable but not essential.
- Customer service focussed.
- Ability to work as part of a team as well as on own initiative.
- Enthusiastic, willing to learn and hard working.
- Some manual handling required.
- Smart appearance with excellent personal hygiene standards.
- NVQ Level 2 Food & Drink Service desirable but not essential.
- Some previous bar work and basic wine knowledge is desirable but not essential.

