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**Job description and person specification**

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

**Location:** Newton Court

**Hourly Rate:** £11.10 per hour (increasing to £11.95 April 24)

**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**

* Open and close Newton Court and complete the daily checklists
* To check that email bookings have been checked and placed in the diary
* Ensure table bookings are prepared and co-ordinated
* Ensuring a steady flow of orders to the kitchen and bar ensuring they are not overwhelmed and customers expectations are managed.
* To check and maintain that there is adequate stock of all front of house goods and that everything is fresh and within its shelf life e.g. dairy free and gluten free cake offerings
* Liaise with the kitchen to confirm daily specials, soup & quiche of the day filtering this to FoH staff and customers.
* To co-ordinate the Front of House Team and ensure they are aware of their job roles for the specific shift i.e. clearing/orders/drinks/check backs etc.
* To listen to and where possible resolve any customer concerns, noting any issues and escalating to Front of House Manager, Assistant Manager, or Head Chef as necessary
* Ensure end of shift duties are carried out to exacting standards e.g.
  + Tables are clean and laid correctly in readiness for next shift.
  + The bar is cleaned down with the trays wiped and dry for next shift.
* Cash up at the end of the shift and ensure figures match
* At the close of business secure the building and ensure toilets are checked so that everyone has left.
* Ensure the gates at the bottom have been closed when leaving

**Farm Shop**

* Check the stock level of shelves 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.
* To arrange and display Farm Shop goods in 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 March 2024