

Front of House Staff

Job description

Fairyhill, an award-winning wedding venue, part of the Oldwalls Collection, nestled within acres of breath-taking scenery, offering sheer luxury and exclusivity. So If you think you have what it takes to join the team behind Wales's leading wedding venues, then we have the job for you, we offer, competitive rates of pay, a generous staff discount package on weddings and our rustic retreats, staff recruitment referral payments, staff parking, and a great staff social scene.

KEY RESPONSIBILTIES

People

Respect other roles and parts of the business, we are all working towards a common goal.

Customer Service

Deliver the companies stated mission with exceptional service and venue standards for the bridal party, their guests plus new prospective clients.

System and Process

Full compliance of all operating controls, policies, procedures, and service standards.

MAIN DUTIES

- Delivering excellent customer service at all times
- Delivering food on a wedding day – working as part of a food service team to serve food military style



OLDWALLS COLLECTION

- Serving and clearing tables
- Keep up to date with new products and menus and promotions
- Assisting and keeping the front of house area tidy at all times
- Support the back of house team and delivering great service
- Speak to and perform 'check back' on customers ensuring full satisfaction
- Exceeds customer expectations and must have a professional work ethic

Person Specification

Factor	Essential?	Desirable?
Aptitude, Skills and Abilities	<ul style="list-style-type: none">• Must be a reliable worker who is able to perform routine tasks without supervision.• strong attention to detail required.• Organisation• Ability to communicate, and connect with employees and management and take direction.	
Personal Attributes	<ul style="list-style-type: none">• Team Player• Communication• Pride & passion• Astute Flexible• Proactive	