



**Job title: Front of House (Food Service Staff)**

**Main purpose of job:**

To work as part of a team to serve food and drinks on a busy wedding day and other events. To deliver excellent customer service at all times.

**Key responsibilities**

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, SOP's, policies, procedures, and service standards.

**Department:** Operations/Front of House

**Position reports to:** *Front of House Manager*

**Position is responsible for:**

*Delivering excellent customer service at all times*

**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
- 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

- Carry out instructions as given by management and supervisors
- Adhere to company policies and procedures and licensing laws

**Person specification**

<b>Factor</b>	<b>Essential?</b>	<b>Desirable?</b>
<b>Qualifications</b>		
<b>Relevant experience</b>	Experience working behind a busy bar	Experience working in weddings
<b>Aptitude, skills and abilities</b>	<ul style="list-style-type: none"> <li>• Must be a reliable worker who is able to perform routine tasks without supervision.</li> <li>• Strong attention to detail required.</li> <li>• Organisation</li> <li>• Pride &amp; passion</li> <li>• To be a role model</li> <li>• Ability to communicate, and connect with employees and management and take direction.</li> </ul>	
<b>Personal attributes</b>	Team Player Communication Pride & passion Astute Flexible Proactive	