



HESTERCOMBE

Job description

Maternity cover, Fixed term contract, 48 hours/week (2505 annualised hours including holiday) for one year commencing from March/April 2022. This is an annualised role, so hours worked may vary from month to month, but the salary will be paid monthly in 12 equal instalments over the year. You will be expected to work weekends, Bank holidays and limited evenings – no split shifts.

Salary

£25,500

Purpose of the job

To support the Hospitality Manager in (and deputise for in their absence) the day-to-day running of the daytime restaurant and café plus weddings, functions, and events. In addition, deliver front-of-house (FOH) catering operations professionally for the benefit and enjoyment of the general public.

Role summary

Restaurant

- Supervise FOH operations and the service of food and drink. Work closely with the kitchen to provide an efficient and friendly service. Work will include:
- Taking food and drink orders at the tills/tables.
- Serving food and preparing hot drinks
- Clearing tables
- Ordering FOH catering and drink supplies
- Opening and closing tills and cashing up
- Carrying out regular stock takes and, ensure all goods-inward administration is complete
- Use the Lightspeed content management/EPOS system to add and sell products; view and amend bookings
- Take every opportunity to increase sales, raise the Average Transaction Value and convert visitors to customers to achieve or exceed targets/budgets set.

Functions/weddings/conferences /events

- Supervise the delivery of weddings, functions, conferences and events catering and hospitality, working closely with the Wedding and Functions Coordinator, Head Chef and Hospitality Manager. Work will include:
- Setting up and clearing down function rooms for dining services, drinks receptions, banqueting, conferences or events
- Coordinating the service and delivery of food and drink
- Hold a personal licence (training can be arranged if necessary) and supervise the responsible running of the licensed bar and other licensable activities
- Delivering a formal table/waiter service

Customer Service

- Ensure the visitor experience is prioritised at all times, embedding excellent customer service in all we do
- Provide prompt, efficient and courteous attention to the customers' requirements at Hestercombe.
Anticipate customer issues and handle complaints in a professional, clear and confident manner referring to your line manager when necessary
- Acquire a good knowledge of the Gardens and the Hestercombe Gardens Trust's role as an independent charity.

Assist the Hospitality Manager with, and manage in their absence

- Line management of FOH catering staff, directing them clearly and efficiently
- Organise all FOH catering staff rotas and holiday cover, using FOH staff time effectively to ensure the cost-effective and smooth running of the restaurant and functions
- Hold regular team meetings to report trading results to staff, cascade information on all developments and issues arising from interdepartmental meetings, update your team on relevant matters
- Training Front-of-House staff to ensure the highest standard of customer care and service is delivered by all. In addition, ensure that all staff adhere to the highest uniform and personal hygiene standards
- Develop an inter-department approach to ensure all staff are delivering against Hestercombe Gardens Trust values and behaviours
- Maintain relevant paperwork, including cash sheets, staffing sheets, delivery notes and invoices, ensuring timely delivery to the accounts department
- Report to and actively contribute to Hestercombe's management team via meetings etc., ensuring excellent communication and co-operation across the whole Hestercombe team.

General

- Assist with the planning and delivery of events and theming/decorating of the site
- Act as a key holder and be responsible for locking and securing the property and gardens on a rota basis
- A natural eye for detail ensuring that the Hestercombe Gardens Trust's high standards are met. Bring to the attention of the Hospitality Manager any signs of wear, damage or deterioration in the fabric or contents of the property
- Ensure all areas of the Restaurant, Courtyard and function rooms are kept clean at all times. Ensure cleaning schedules are adhered to and maintained
- Use all equipment as trained, observing all safe practices to avoid accidents
- Take reasonable care for the health and safety of yourself and of others who may be affected by their acts or omissions at work. Carry out risk assessments as required
- Undertake other reasonable duties compatible with the overall scope of this appointment.

Be responsible for all of the above in the absence of the Hospitality Manager. Also, to work as the duty manager in the absence of a senior manager.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Hestercombe Gardens Trust instructions, values and behaviours.

Application deadline: 5pm on 7th February 2022

COVID-19 precautions

- Personal protective equipment provided or required
- Social distancing guidelines in place
- Sanitisation, disinfection or cleaning procedures in place