



JOB DESCRIPTION

Job title	Front of House Staff		
Grade	n/a	Salary	£min. wage
Department	Front of House	Location	Café No.8 venues
Reporting to	Manager		
Responsible for	n/a		

Purpose and objectives of the role

We currently have an excellent opportunity for a Front of House Staff member to join our well-regarded team. Reporting to the Manager, you will serve our customers to expected company standards. Your work will be an important factor to our customers' contentment. The ultimate goal is to expand our clientele and reputation to ensure long-term success.

Main duties and responsibilities

- To prepare and serve food and drink, in accordance with the health and hygiene regulations to meet the daily needs of the customers and staff
- Till operation, food service, customer service, cleaning tables, dishwasher operation, coffee machine operation and general cleaning duties as required
- To maintain the kitchens, bins, dining areas, floor areas, tables and all other catering related areas, to the highest standard of cleanliness
- Show customers to their seats and present our variety of menu options
- Advise on the best food and drink choices for each customer and answer questions
- Take orders and deliver them to the table accurately and with professionalism
- Attend to the tables and guarantee compliance to cleanliness standards
- Check the quality of the final servings and resolve any issues
- Deliver checks and accept payment; use the EPOS system carefully and as instructed by the Manager
- To communicate efficiently and effectively in a friendly and positive manner with visitors and other members of staff and management to create a pleasant atmosphere at all times
- To ensure a clean and tidy appearance whilst representing the company at work

(cont.)

- Work with other staff as a team
- Work diligently to achieve outstanding service quality
- Any other duties reasonably requested

Special Requirements

- Proven work experience as a server, wait staff member etc.
- Ability to build relationships with colleagues and customers and ensure mutual satisfaction
- Customer-oriented and planning skills
- Outstanding people skills
- Patient and friendly with demonstrated experience in problem solving
- Ability to work well under pressure and in a fast-paced environment
- Willing to work a flexible schedule