



WADDESDON

The Five Arrows Hotel and Private Events

Job Description

Job Title Waiting Staff

Reporting To Assistant Restaurant Managers/Supervisors

This job description is designed to explain what responsibilities Waiting Staff has in the FAH Restaurant and Private Events.

The main objective of the Waiting Staff is to provide excellent customer service to all visitors that are using the eatery services. We want to ensure all our customers are happy, feel welcome and receive an excellent customer experience.

Areas of responsibility:-

1. Personal

You are expected to be punctual, dressed appropriately and adhere to the standards of appearance.

You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of the Five Arrows Hotel, Private Events and Waddesdon Manor and Grounds is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Disciplinary Procedures, etc.

2. Service and Responsibilities

Excellent service is your primary responsibility at Waddesdon. You need to be: friendly and welcoming. Smile. Make eye contact. Efficient and prompt. Look for work to do. Be proactive and think ahead. Never walk into the wash-up empty handed. Clean as you go.

You must be knowledgeable about the food and wine on the menu, and aware of changes when they happen. Check the whiteboards and blackboards for changes and specials. You must be able to answer a customer's questions. Know what you are serving. Always check your food before serving it. Do your preparation thoroughly in advance, eg. butter, mayo, mustard etc.

Be polite and helpful at all times. If a specific request is made, give a reassuring answer then excuse yourself and check with the chef quickly.

Communicate with the customer, the kitchen and other staff.

Part of good service is offering the customer food and drink.

Follow the dishwash stacking system - it will help speed that area of service. Do not throw away spoons or pots. Take care.

3. Finance

Your responsibilities here are to look after stock. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.

Every bill you give must be double-checked.

4. Equipment

You are expected to treat all equipment with due care and report all breakages or breakdowns to the Assistant Restaurant Manager or Supervisor.

5. Environmental Awareness

All staff are expected to observe The National Trust's policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

6. Relationships

At all times to maintain good working relations with all members of the Waddesdon staff, visitors and other members of the public.

7. Working hours

A maximum of 37.5 hours per week, on a seven day rota to include weekends, evenings and slit shifts as required by the business. Hours of work to suit the needs of the business (exclusive of breaks).

8. Location

Your location of work will be the Five Arrows Hotel or Private Events but the department may vary depending on business needs. We might also asked you to work in different department across Waddesdon Manor and at reception of the FAH. Those include: check in, check out, answering an emails, answering a phone.

9. Holiday

Your holiday entitlement will be based on the hours you work and includes public holidays. Maximum of 187.5 hours holiday a year.

Signed..... Dated.....