

Job Description

<p>Job Title: Food & Beverage Catering Assisant</p> <p>Managed by: Restaurant Managers/Supervisors</p>	
<p>Department(s): Five Arrows & Private Events</p>	<p>Location: Waddesdon</p>

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

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.

Terms & Conditions:

Contract Type: Casual.

Salary: This will be dependent on age and experience

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

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

Starting Date: Position starting week beginning 16th October 2019, ending 5th January 2020

Benefits: 20 % staff discounts in our on-site Restaurant and Shops
Matched company pension scheme up to 10% of salary
Beautiful location working within the charity and heritage sector
Free parking

Key responsibilities:-

Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance. Name badge to be worn at all times.
- 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 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.

Service

- Excellent service is your primary responsibility at Waddesdon. You need to be: friendly and welcoming. Smile. Make eye contact. Engage with the customers. Efficient and prompt. Look for work to do. Think ahead.
- 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.
- Be polite and helpful at all times.
- Communicate with the customer, the kitchen and other staff.
- Making great tasting coffee for which training will be provided.
- Barista experience would be beneficial, as this is part of the job role. Training will be provided.
- You must maintain a clean workspace at all times in line with KPIs.
- Follow all KPIs for each location as instructed by your supervisor.

Finance

- Your responsibilities here are to be honest, to look after stock, and to help the Restaurant improve its figures. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.
- Every bill you give must be double-checked.

Equipment

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

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.

Relationships

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

Other ad hoc duties may be required as necessary.

Skills and Experience:

Essential

- Understand how working as a team is the most effective way of succeeding and developing within a role
- Excellent communication skills both written and verbal
- High visual standards and attention to detail
- Demonstrate a willingness to learn new skills
- Shown to be flexible when required
- Capable of multi-tasking and prioritising
- Ability to respond quickly to issues
- Confident people skills
- Empathy with the Waddesdon customer profile
- Ability to holistically increase sales by engaging with customers

Application Process

- Please submit your CV and covering letter to application@waddesdon.org.uk