

Job Description

Job Title: Waiting Staff Five Arrows Hotel & Private Events	
Managed by: Hospitality Supervisors	
Department(s): Five Arrows & Private Events	Location: Waddesdon

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 Five Arrows’ name is derived from the Rothschild family emblem of a shield surmounted by five arrows, pointing upward and tied with a ribbon. Built in 1887 as part of Waddesdon Estate by Baron Ferdinand de Rothschild it was originally used to accommodate the architects, craftsmen and artisans working on the Manor itself. It was designed by architect/builder, James Taylor, who lived locally in Bierton; in his own “authentic” English style of half timbering, elaborate Elizabethan chimney stacks, and wrought ironwork. Architecturally it is one of the most striking buildings in the village.

The Hotel and Private Events business, with 38 permanent members of staff, are managed by the trading company Rothschild Waddesdon Ltd, and all profits are returned to the Rothschild Foundation, a UK registered charity, for the upkeep of Waddesdon. The charity supports arts and heritage, the environment, education and social welfare by awarding grants, fostering dialogue and debate, and through the support of Waddesdon 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:** Permanent full time with the Rothschild Foundation
- Salary:** £18,144 plus a share of the discretionary service charge
- Hours:** A minimum of 42.5 hours per week, on a seven day rota to include weekends, evenings and split shifts as required by the business. Hours of work to suit the needs of the business (exclusive of breaks). Overtime will be paid for additional hours worked.

Annual Leave:

- From start date 33 days including public holidays
- After three full years of service 35 days including public holidays
- After five full years 37 including public holidays
- After ten full years 38 days including public holidays

- 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:-**1. 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.
- 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 effectively with the customer, the kitchen and other staff.
- Follow the dishwashing stacking system to assist speed of service.

2. Relationships

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

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 Operations Manager or Hospitality Supervisor.

5. Environmental Awareness

- All staff are expected to observe The Rothschild Foundations policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

6. 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.

7. Additional duties

- You may be required to work in for either the Five Arrows or Private Events, which may include the reception of the Five Arrows Hotel. Reception assistance may include: check in, check out, answering an emails, answering a phone.

This list is not exhaustive and additional duties may be required by the management team.

Skills and Experience

Essential

- Excellent customer service experience
- Able to follow guidelines and present food and drink to specified standards
- Good levels of numeracy
- Good communication skills
- Ability to learn till and stock control systems and procedures
- Interest in developing product knowledge
- Must enjoy working as part of a team

Desirable

- Awareness of Health & Safety and Food Hygiene requirements
- Previous experience of working in a similar role in either the hotel or banqueting environment

Application Process

- Please submit your CV and covering letter to application@waddesdon.org.uk
- Closing date for applications is 11 pm on Thursday 12th September 2019