



## **Bridges Centre – Monmouth Job Description – Casual Wait Staff**

### **Job Purpose:**

As part of our front of house team, you will be working within our multi-function venue to provide a waiting service to our clients at events, functions and occasionally within our in-house cafe. Under guidance from Business Director or senior staff you may be required to take customer orders, serve meals and drinks, clear tables and prepare bills and process payments. The focus will be to provide an efficient, professional and friendly service to all customers and to ensure a positive customer experience.

**Salary:** NMW (£8.91 Per Hour)

**Hours:** Casual Worker Contract (Zero hours)

You will work flexibly on an "as required" basis. The work may include weddings, events and other functions and may include day, evening and weekend working. The Business Director will give you as much advance notice as is possible to ensure your availability.

**Annual leave entitlement:** 22 days plus bank and public holidays - pro-rata to reflect hours worked

**Reporting to:** Business Director

### **Main Duties:**

**To be a committed member of the team and deliver high levels of customer service by:**

- Works closely with other team members to ensure a smooth customer service.
- Assists in the setting up of tables/rooms as directed.
- Greets and serves customers in a professional, warm and friendly manner.
- Takes or directs customers to their table and introducing them to the menu.
- Being aware and announcing daily or seasonal menu specials where appropriate.
- Answers questions about menu items, ingredients, and pricing.
- Takes and records customers' orders for food and passes to kitchen staff for preparation.
- Prepare and deliver beverages as per customer requirements, liaising with bar staff when appropriate.
- Collects food orders from the kitchen, checking they are correct and serving to customers.
- Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary
- Regularly clears tables by removing used dishes, glasses, and cutlery and transfer to kitchen.
- Ensure tables are regularly cleaned and condiments refilled
- Prepares bills and delivers them to customers where appropriate.
- Processes cash and card payments where necessary
- Maintains familiarity with menu items, specials, and catering information as well as special dietary requirements/allergies.
- Ensure customers feel welcome and comfortable throughout their visit.
- Handles customer complaints in a professional and timely manner
- Maintains an awareness of the environment around you and seek to ensure the venue is well presented at all times.

**Responsible for assisting the Centre Director in ensuring full compliance with Food Hygiene and H&S legislation, including:**

- Undertaking any necessary Food Safety & Health & Safety training
- Adhere to food, sanitary and safety standards as required.
- Maintaining cleanliness within the café / function room as necessary.
- Be clean and well presented at all times

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the Business Director additional to those shown above, from time to time.

**Essential Skills/Qualities Required:**

**People skills:**

- Excellent interpersonal skills and the ability to make guests feel welcome and well cared for.
- Attention to detail with a pride in your work.

**Teamwork:**

- The ability to work closely with other team members during a shift.
- Positive attitude, with a willingness to get involved and help others.
- High levels of energy and a desire to deliver high levels customer service
- Be willing to take direction from senior staff and acts accordingly.

**Organisation skills:**

- Being able to multi-task and juggle competing priorities throughout a shift.
- Good time management skills with a focus on punctuality

**Qualifications/Training Required:**

1. Customer Service / Hospitality Qualification, or experience of working within a similar role is preferable but not essential.
2. Literacy & Numeracy skills - Preferable
3. Strong Communicator – Essential

**General:**

1. To comply with all Bridges Policies and procedures.
2. To maintain a high level of personal hygiene presenting a clean, smart, safe and practical appearance at work.
3. To undertake training relevant for the role (as required).

**Application process:**

Please complete the **Application form for all roles** on the opportunities section of our website and send it to Amy McDougall, by email to [Amy.McDougall@bridgescentre.org.uk](mailto:Amy.McDougall@bridgescentre.org.uk) or by post to Drybridge House, Monmouth, NP25 5AS.

Application deadline: Friday 10<sup>th</sup> December 2021

Interview date: TBC

Start date: ASAP

*Please note it is not our policy to provide feedback to candidates who have not been shortlisted for interview.*