



### **Wivenhoe House Hotel Limited**

#### **Job Pack – Food & Beverage Bar/Waiting Staff**

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities.

Due to the increasing demands of business and an internal restructure there is now an exciting opportunity to join our friendly team in our busy and dynamic Food & Beverage/Conference & Events departments. The successful candidate will be an experienced professional working across all F&B areas of the Hotel including our Brasserie Restaurant, Afternoon Tea, Conferences, Weddings and other events.

#### **The Role and Duties**

The main duties of the post will include assisting with service for the restaurant, bar, afternoon tea areas and the setting up and service of conferences, events, weddings and parties making sure guest expectations are met and service excellence is delivered in accordance with hotel standards at all times.

In addition, you will also be required to assist with training of students, coaching and mentoring them in tasks required by the Food & Beverage and Conference & Events Departments (F&B and C&E) in order to maximise their training and experience in these areas.

A full list of duties can be found within this job pack.

#### **Qualifications and Skills required**

Candidates will have experience of waiting at table, bar service, basic cocktail making and working at a similar level within the hospitality industry. You will also have a good working knowledge of setting up restaurants, functions weddings, parties, conferences, etc. including the running and closing down of such. This is a hands on role where you will need to be confident in meeting customer/guest expectations and have an understanding of the use of tills, cash management and bar work and you will be able to demonstrate professionalism and composure whilst working under pressure in an often fast paced environment.

You will preferably qualified to NVQ level 5, or similar and ideally hold a personal licence (NCPLH). Experience of training staff would also be advantageous as the Hotel also works with students of the Edge Hotel School.

If you are able to deliver customer service to a high standard, communicate effectively with clients and colleagues and have exceptional attention to detail then we would like you to join our team.

This is a shift based role, working 40 hours per week, including early starts, late finishes, bank holidays and weekends.



## JOB DESCRIPTION

<b>Job Title and Grade:</b>	Food & Beverage Bar/Waiting Staff  Grade 2
<b>Contract:</b>	Permanent, Full Time
<b>Hours:</b>	40 Hours per week (to be worked flexibly 5 days from 7) Hours will be dependent upon the events, which could include early starts and late finishes
<b>Salary:</b>	£ 18,731 per annum
<b>Department/Section:</b>	Wivenhoe House Hotel Ltd, Food & Beverage/Conference and Events Departments
<b>Responsible to:</b>	Food & Beverage Operations Services Manager
<b>Purpose of job:</b>	To assist the Food & Beverage Operations Services Manager in ensuring an efficient, professional and profitable restaurant, bar and events operation delivering excellence in customer service.

### Duties of the Post:

Please note that applicants must be physically able to carry out the duties of the post which includes setting up tables, chairs and other equipment in order to meet the needs of our customers.

The main duties of the post will include:

1. To assist with the smooth running of the restaurant, bars and conference and events areas.
2. Ensure that all restaurant, bar, conference and function rooms and service area preparation and close down activities have been completed to prescribed standards for each service period.
3. To set up and run conference and events to ensure that customer expectations are met.
4. To liaise with Reception staff regarding guest bookings and requests.
5. To ensure the effective close down breakdown of restaurant, bars and function rooms and facilities and the equipment is safely stored at the close of service in preparation for the next day.
6. Deliver service excellence in accordance with hotel standards at all times.
7. Assist the Food and Beverage Operations Services Manager and Conference & Events Operations Manager in the induction and training of students in order to meet the required standards of service.
8. Ensure Maximum security in all areas under your control and that staff are fully aware of the importance of key security.



9. Ensure that all F&B and C&E areas are clean and well maintained and ready for viewings when not in use.
10. To be readily available at all times to deal with guest queries including problems or complaints.
11. To ensure that company statutory health and safety and food safety standards are maintained in all areas.
12. Ensure cash is managed in line with the company financial policies and regulations.
13. Be fully conversant with all policies and procedures and licensing laws affecting the health, safety and well-being of staff and guests.
14. Maximise restaurant revenues through discreet up-selling of food and beverage items, promotion of alternative dining facilities through lead referral, where appropriate.
15. Be fully conversant with all aspects of POS operation including routine functions (order entry, kitchen communication, call orders away, bill production etc.), adjustment/correction features and analysis reporting.
16. To carry out any reasonable request made by the management, outside normal duties, but within the scope of the role.
17. Undertake any other duties as may be assigned from time to time by the General Manager of Wivenhoe House Hotel or his/her nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

## PERSON SPECIFICATION

**JOB TITLE:** Food & Beverage/Conference Bar and Waiting Staff

### Qualifications /Training

	Essential	Desirable
▪ Hospitality qualification to NVQ Level 5 or similar	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Personal Licence Holder	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Minimum 5 GCSE's at grade C or above including English and Maths	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Experience/Knowledge

	Essential	Desirable
▪ Experience at a similar level within the hospitality industry	<input type="checkbox"/>	<input checked="" type="checkbox"/>



▪ Bar, waiting at table and cocktail making experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Conversant in licencing laws	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Intermediate food hygiene certificate	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of coaching, training or mentoring	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Understanding of the practical side setting up and running of weddings, conferences and other events	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to deliver customer service to a high standard	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Exceptional attention to detail in all areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to communicate effectively with guests and colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong numeracy skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to delegate tasks to colleagues and students, whilst maintaining high levels of service and team motivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to soft sell or up sell food and drink	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Must be able to undertake physical aspects of the post	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet the requirements of UK 'right to work' legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>

May 2020