

YOUR ROLE - FRONT OF HOUSE FLOOR TEAM

- Have a clear understanding of customer expectations
- Ensure that you provide a friendly, courteous, quick and professional service at all times.
- Aim to continuously improve the customer experience
- Maintain and further enhance relationships within the immediate locality, namely residents, regular guests, repeat customers, retail and office tenants, suppliers
- Provide a friendly, courteous, quick and professional service at all times.
- Be aware of service skills and standards, ensuring these are followed.
- Have complete room, food and beverage knowledge of the products we sell. When unsure, ask.
- Work with your colleagues and create an open, friendly and supportive environment.
- Ensure that the company ethos is adhered to from top to bottom and both inside and outside the business.
- Ensuring the service areas, front of building and all areas are kept clean, tidy and professional at all times.
- Knowing all service procedures, being able to clearly guide customers, hotel guest and other staff
- Have a complete understanding of the staff training pack sent out by Whitehouse.

• Communication & Duties

- Make yourself aware and notify the team of allergens, any menu changes, special requirements (including menu items and dishes).
- Ensure all maintenance issues are immediately reported to supervisor
- Ensure you are confident in your coffee making skills, further assistance and training can be provided by the Head Barista on request.

• Financial Management

- Ensure banking and cashing up procedures are adhered to.

Responsible for Service area and customer experience

- All customers, guests to be given a professional, friendly and clearly guided experience.
- Always present on the floor and ensuring customers are happy and given the best experience possible.
- Ensure opening procedures and closing procedures are followed every day
- Upkeep Service area, Building and front of building. Tables chairs, cushions are all kept clean tidy and professional at all times. Dusting and deep cleaning to be done accordingly.
- Plates, cups, glasses are removed promptly from tables when customers are finished
- Stock organising and rotation. Cold drinks, Booze, Enviropac, Zenith all organised as they are used, empty boxes and rubbish to be disposed of accordingly.
- Staff room and laundry to be kept clean, tidy and organised.
- Toilets to be maintained throughout the day if needed.