

Job Description – Front of House Team Member & General Assistant

Job title:	Front of House Team Member - General Assistant
Reports to:	Management Team
Purpose of role:	To deliver exceptional customer service and standards.
Responsibilities:	<p>Ensure the management team is notified of any issues immediately, e.g. lateness, discrepancies, incidents.</p> <p>Adhere to opening and closing duties for the business. Assist in implementing and driving promotional activities.</p> <p>Deal with any issues that arise during shift promptly and professionally, seeking advice from the duty manager where necessary. Ensure that the highest possible levels of customer service are delivered at all times. Assist the duty manager as and when necessary to make the business run effectively and efficiently.</p> <p>Ensure any complaints are dealt with in a prompt and professional manner, exceeding customer expectations. Ensure the business is clean, tidy and well presented at all times. Ensure the team serves all products to company and brand specification. Process all customer orders quickly and efficiently via the till system. Ensure bar is well stocked, clean and presentable.</p> <p>Partake in housekeeping responsibilities as and when needed. Assist in the kitchen as and when needed.</p>
Attributes:	<p>Smart and clean appearance. Flexible and committed. Highly motivated. Passion for food and drink quality and service and standards. Be able to work unsupervised in a busy environment. Happy to clean and help in all areas of the business. Work at different sites as required by the business. Be a team player.</p>