Logo, company name

Description automatically generated

**Job Description**

|  |
| --- |
| **Job Title:** |
| **Restaurant Assistant (The Nest)** |
| **Reports to:** |
| **Food & Beverage Manager** |
| **Job Summary:** |
| To provide outstanding restaurant service to guests visiting The Nest at Bainland. Ensuring the guests have an enjoyable, relaxed but attentive visit, in a warm and friendly atmosphere. You are the face of the restaurant and responsible for the experience in The Nest. |
| **Key Responsibilities/Accountabilities:** |
| **Specific Duties**   * To prepare the restaurant ready for service, by following the open procedures in place. Ensuring that all areas/sections are clean, sanitised, stocked, prepped, and presented to the standard set for service. * Provide a warm and friendly welcome to guests visiting The Nest, and personally seat them at their allocated table with menu’s. * Take details of the guest’s lodge name and record on the Square for Restaurants POS. * Provide friendly interaction with guests throughout their visit in The Nest, ensuring that your designated area/section of tables is provided with excellent service at all points. * Ensure all tables have quick and efficient ordering, clearing, upselling and satisfaction checks, utilising the Square for Restaurant POS. * Ensure all food and drink products served to tables are done to the required standard, (e.g., holding crockery and glassware in the correct manner) * Ensure that tables are cleared promptly of plates at the correct point (when all guests have finished eating) and called away to the kitchen for the next course if applicable, through the Square for Restaurants POS. * Ensure the guests satisfaction at the end of their visit to The Nest and deal with any issues in the correct manner of reporting to your line manager. * Take payments for tabs on guest’s tables on the Square for Restaurants POS. * Ensure that tables are cleaned and restocked and turned around as quickly as possible, ready for the next guests to use. * Complete daily tasks throughout your shifts, ensuring items needed for service are ready cleaned, restocked, polished, refilled etc. * Maintain regular communication with the Supervisor on shift for The Nest, recording and communicating any out-of-stock items or delays on service due to business levels. * Maintain good communication to the Kitchen team, especially in instances of food intolerances and allergies. * Maintain high standards of food safety at all times on shift. * Ensure you adhere to the uniform guidelines as set by the company and are well presented during your shift. * Ensure that a full handover is provided to the colleague taking over your section/area at the end of your shift. |

|  |
| --- |
| **Health & Safety:** |
| The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Company’s Health & Safety Policy, to include:   * identifying the risks involved in work activities and undertaking such activities in a way that manages those risks. * reporting potential risks. * reporting incidents and accidents. * ensuring correct PPE is worn for the appropriate task. * ensuring all work areas are tidy and free from hazards. * ensuring manual handling and lifting techniques are used. |
| **Personal/Professional Development:** |
| The post-holder will participate in any training offered and take personal responsibility for developing their knowledge, techniques, and skills. |
| **Communication:** |
| The post-holder should recognise the importance of effective communication within the team and will strive to:   * establish and maintain effective working relationships with co-workers, guests, and other stakeholders associated with the Company. * recognise people’s needs for alternative methods of communication and respond accordingly. |

The Company reserves the right to vary or amend the duties and responsibilities detailed in this job description at any time according to the needs of the business. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover for absences, to equalize peak work periods or otherwise to balance the workload.

I have read, understood, and accept my job description as detailed above:

PRINT NAME: ……………………………………………………………………………….

Signature: ……………………………………………………………………………….

Date: ……………………………………………………………………………….