



JOB DESCRIPTION AND PERSON SPECIFICATION

Seasonal Front of House Staff (The Big Kitchen and Mower Shed)

Venue: Parham House and Gardens

Employer: Parham Park Limited

Reporting to: Front of House Supervisor / Head Chef

Liaison with: Senior staff and other departments as appropriate.

Purpose of the post: To assist in the delivery of an efficient, quality restaurant service, at this busy private historic stately home, with a main responsibility to support the Front of House Supervisor and Head Chef to ensure all visitors have a great customer experience, whilst maximise profitability, achieving financial targets and ensuring business objectives are met. To ensure the highest standards of customer service are delivered, ensuring smooth service and consistency between departments and uphold the conditions of any Licenses.

Salary: £8.21 per hour. For Under 18 : £6.47

Hours of Work: Not more than 100 hours in any four-week period, and not more than 30 hours in any week. The normal working days are Wednesday, Thursday Friday and Sunday & Bank Holidays according to the rota and the business needs. Hours are typically between 11.00am to 6pm.

Further details of Parham Park can be found at www.parhaminsussex.co.uk



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KEY RESPONSIBILITIES:

1. To support the directions of the Front of House Supervisor and Head Chef (Head of Catering)
2. To provide an excellent professional and friendly service to visitors by providing assistance to visitors, understanding their needs and requirements, whilst adhering to all company policies and maintaining and working towards a continual raising of standards.
3. Assist the Front of House Supervisor in ensuring delivery of excellent service standards on a consistent basis. These will consist of the Big Kitchen restaurant and The Mower Shed (a satellite 'grab and go' outlet).
4. Maximise upselling opportunities and spend per head and ensure restaurant merchandising opportunities are relevant to the audience and customer type.
5. In support of the Front of House Supervisor and Head Chef to help promote and sell local or British products, to enhance the ethos of Parham House.
6. **Rotas.** It is your responsibility, once you have agreed to a shift and have been rota-ed in, that you honour that commitment (other than in the event of an accident, or other emergency). It is your responsibility to find a replacement for your shift, if you are subsequently unable to work. In the event of illness please give the Front of House Supervisor as much notice as possible. This is to ensure that staffing levels, and standards are maintained. You may also be asked to work on other open or private groups days.
7. **Dealing with customer complaints.** It is essential that these are referred to the senior staff immediately, as far as practically possible, so a satisfactory conclusion may be reached.
8. Demonstrate a positive, enthusiastic, committed and flexible attitude towards visitors, team members, and recognising the importance of effective team working.
9. Undertake opening and closing duties, where required and to keep the dining areas neat and tidy and to clear tables in a prompt and efficient manner, at all times. To carry out wash-up duties, as required.
10. Work with the Front of House Supervisor and Head Chef to ensure effective induction processes are followed and maintained through the Hospitality Team, within any set financial constraints, and to follow staff rules.

11. As directed by the Front of House Supervisor and Head Chef ensure adequate stock controls are in place and that any stock results and supporting data are reported as required.

Other Duties and Responsibilities

1. Ensure all operations adhere to relevant legislation, licensing conditions and Health and Safety Regulations.
2. Adhere to all the health and safety policies for both personal safety and for others, and that security procedures are followed.
3. Carry out any other duties as appropriate to the post and as requested by the senior management.
4. Ensure adherence to Parham Park's Equal Opportunities Policy.

JOB BENEFITS

- Working within a dynamic team in beautiful surroundings
- Staff discount off food and entrance to the house for you and your family
- Flexi hours within the requirements of the job, usually giving three days a week free.

THIS JOB DESCRIPTION FOR FRONT OF HOUSE STAFF IS NOT EXHAUSTIVE, NOR IS IT MEANT TO BE. ADDITIONAL ITEMS MAY BE INTRODUCED WHERE NECESSARY.