

JOB DESCRIPTION

EXPERIENCED FRONT OF HOUSE STAFF – F/T

Overview

The Gardens Restaurant at Eggesford Garden and Country Centre, Eggesford, Chulmleigh, Devon, EX18 7QU is a popular café / restaurant in a busy garden centre. Reporting to the Front of House Supervisor, this role is for an experienced waiter / waitress who will assist in leading the front of house team and ensure that a high standard of service is maintained. Duties include serving customers, training members of the team, managing stock of sundries used in front of house along with general restaurant duties such as washing up, cleaning etc. There is also some work in the restaurant kitchen assisting the cooks in preparing food (cake topping etc).

Whilst the main elements of the role are described below it may be required that other duties are taken on from time to time after appropriate discussion with the Front of House Supervisor and the Restaurant Manager.

Specific duties include:

- 1) Taking customer orders accurately and passing them through to the kitchen.
- 2) Taking payment from customers: ensuring that the correct bill is provided and the correct payment is taken.
- 3) Preparing drinks and taking food etc to tables.
- 4) Providing general assistance to customers in the Gardens Restaurant.
- 5) Working in close cooperation with the Front of House Supervisor in developing and implementing staff training on all aspects of front of house.
- 6) Supervising members of the team to ensure excellent customer service is provided at all times.
- 7) Managing and ordering stock of front of house sundries, as agreed with the Front of House Supervisor / Restaurant Manager.
- 8) Food preparation such as cake topping / salad prep as instructed by the cooks in the Gardens Restaurant.
- 9) Ensuring that cleanliness is maintained during service in the restaurant, e.g. clearing tables, spillages etc.
- 10) Developing the style of service in the restaurant in line with business objectives.