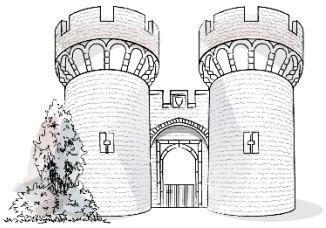
Recruitment Pack



COOLING CASTLE BARN

EST. 1995

THE FIRE STATION BRASSERIE

THE VINES

About Us

We are a company that is wholeheartedly about giving best in class hospitality. Comprising of three venues:

- **Cooling Castle Barn, Cooling, Hoo Peninsula**

COOLING CASTLE BARN
EST. 1995

- **The Fire Station, Chatham**

THE FIRE STATION BRASSERIE

- **The Vines of Rochester, Rochester**

THE VINES

Each has a unique, interesting, and different presence in the local hospitality industry. However, the one thing that is importantly consistent across venues is our people's inherent belief in creating great customer experiences and seeing each individual (whether a team member of customer) for who they are and how they wish to be treated.

Although every role is advertised at a specific venue, from the start you will be required to work with different team members at different venues. We know this creates an exciting work environment for you, and the opportunity to expand your knowledge & skill set.

We promise a value system based on creating an inclusive working environment, we expect individual accountability, but we will always take the time to provide all the training needed. We look to find the best in every single member of the team.

Job Description

Dept/Team: Front of House Assistant	**Location:** The Vines of Rochester Cooling Castle Barn The Fire Station Brasserie.
Hours: 25 hours per week including evenings, weekends, and public holidays	**Duration:** Part Time – 25 hours a week
Responsible To: Front of House Supervisor	**Responsible For:**
Works With/Key Contacts: Front of House team Kitchen	**Salary:** Up to £9.80p/h OTE

Main Purpose of the Role

To provide a professional and friendly service to the guests. Ensure customer satisfaction and maintain our establishment's reputation.

This Includes:-

- Providing the perfect service experience for every Guest.
- Following instructions from senior members of the team, ensuring tasks are carried out in full.

Responsibilities/Objectives	**Approx. % of time**
Service: • Introduces guests to the menu and announce daily or seasonal menu special • Answers questions about menu items, ingredients, pricing and allergy deal with allergy queries • Prepares drinks and assist the bartender when requested. • Collect food orders from the dumbwaiter/ kitchen and verify that they are correct and serve them to customers. • Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary • Remove used dishes, glasses & cutlery from tables • Process cash and credit card payments and returns change to customers if necessary • Maintain familiarity with menu items, specials, and restaurant information	80%

• Look for ways to consolidate service and increase table turns • Apply positive suggestive sales approach to guide guests. • Look for ways to avoid waste and limit costs. • Assist in keeping the restaurant clean and safe • Provide responsible service of alcoholic beverages. • Report to property on time and in proper uniform • Complete the Front of House opening and closing check sheet.	
Staff Training • Provide training for the new members when instructed to by senior members of the team.	5%
Legislative requirements: • Understand and have a working knowledge of all current Health and Safety legislation and Food Hygiene legislation and to be conversant with the rules contained therein. • Be aware of current Hygiene procedures and ensure that whilst on shift they are adhered to.	5%
Feedback:- • Minimise negative reviews and increase the volume of positive reviews • Escalate complaints to a senior member of staff	5%
Ad hoc:- • Assist the supervisors with the welcoming of customers when they arrive at a restaurant. Ensuring that the guests feel important and welcome during their visit. • Prepares drinks and assist the bartender when requested	5%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

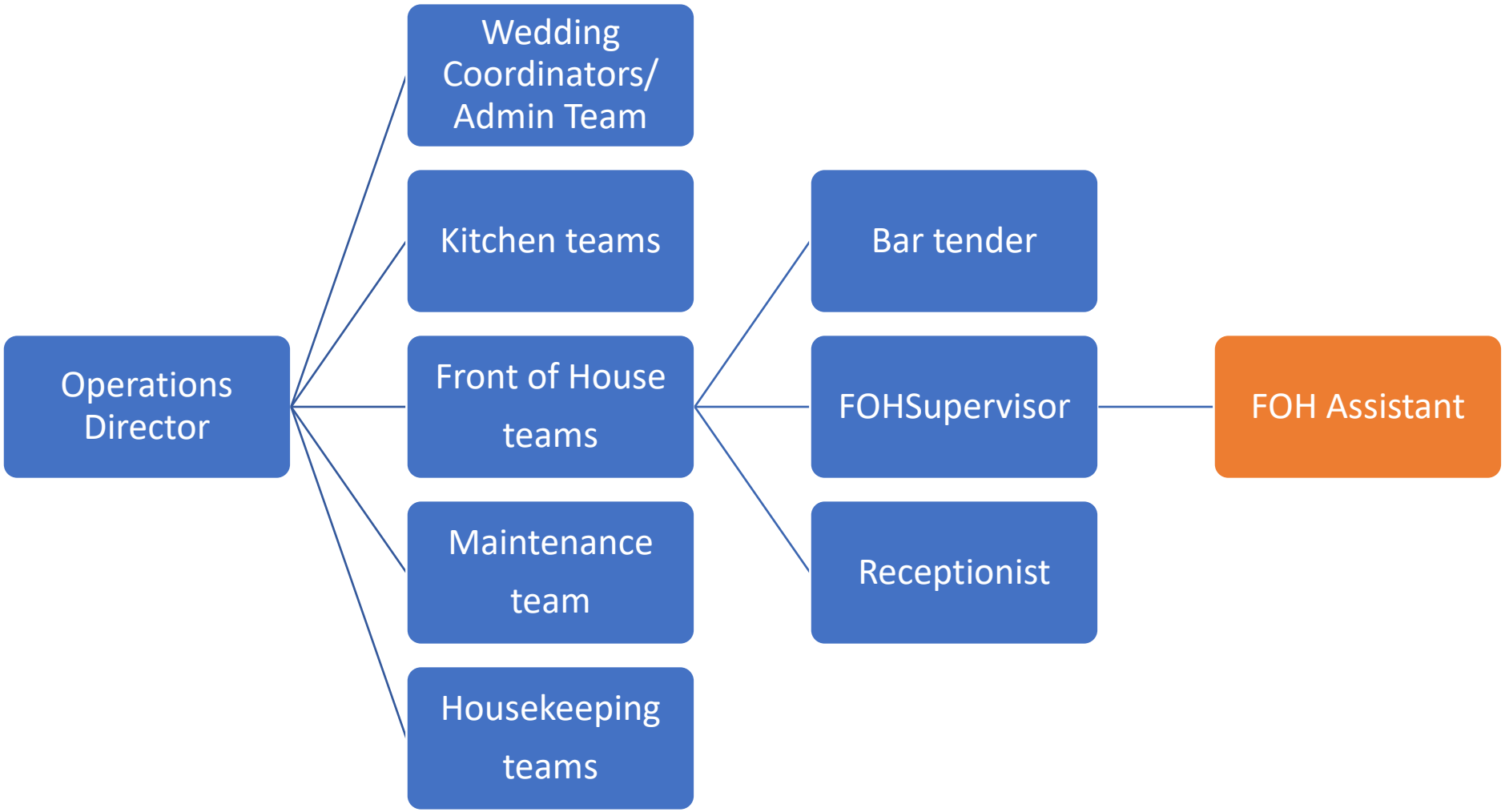
Person Specification

Essential

Job Specific	Experience of waiting tables preferred but not essential – Training will be provided.
	Positive and engaging personality and professional appearance. Excellent communication skills, comfortable working with members of the public.

	Ability to cope under pressure, in a calm and efficient manner to set deadlines
	Ability to follow instructions from senior members of the team and carry these out.
Core Skills	**FOH Assistant Skills and Qualifications:-** Excellent spoken English
	Communication skills Able to interact with staff and managers in an appropriate, courteous and responsive manner.
	Empathy & Resilience Ability to show empathy and be resilient when dealing with colleagues & customers.
	Time management Strong task and time management abilities. At peak service times, must feel comfortable delivering under pressure whilst maintaining a positive attitude
Values	**Integrity** - Acting with integrity – maintaining an open and honest attitude. - Having loyalty towards the company & each other
	Respect - Respecting internal & external customers at all times & behaving with emotional intelligence. - Treating everyone as an individual, understanding everyone has strengths and weaknesses. - Work together to overcome problems, a blame culture will not be tolerated. - Maintaining a sense of pride & accuracy in your work
	Community - Fulfilling the shifts allocated to you, understanding the negative impact of unauthorised absence on the rest of your team. - Show flexibility & willingness to help customers, team members & the management team. - Maintaining a positive can-do attitude, even when under pressure - Going the extra mile to deliver above and beyond what's expected - Encourage energy & fun through your actions and behaviours in the workplace.
	Commercial - Speak up - Always look for ways to improve the product we deliver, give feedback in an honest, candid & respectful way. - Be a proactive problem solver.

Position in the Company:



Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New eligible staff will be auto enrolled into our pension scheme in their third month of employment, if they meet the eligibility criteria, at our standard rate of 5% staff contribution, 3% employer contribution.

Annual Leave

Staff are entitled to 28 days annual leave including bank holidays (pro-rata for part time staff)

Discretionary Profit Share

In years where the company has had a successful year, on a discretionary basis, an additional bonus is paid to staff.

Gym Membership

The company will make a 50% contribution towards membership of The Gym in Strood, or an equivalent amount at a Gym of your choice.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £1,000 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. These are paid under Statutory Maternity Pay guidance.

Paid Paternity Leave

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Sabbatical Leave

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.