

Food & Beverage Assistant (White Hart)

ROLE DETAILS:

- **Department:** The White Hart
- **Reporting to:** White Hart Assistant Manager

KEY RESPONSABILITIES:

- **Customer Service:** Provide a high level of customer service by greeting and serving guests promptly and courteously.
- **Order Taking:** Accurately take food and drink orders and ensure they are delivered to guests in a timely manner.
- **Food & Drink knowledge:** Have a strong understanding of the menu and offer recommendations based on customer preferences.
- **Serving Food & Beverages:** Deliver food and beverages to tables, ensuring the presentation is in line with The White Hart standards.
- **Cleanliness & Maintenance:** Maintain a clean and tidy environment, ensuring that tables, chairs and dining areas are always neat and well-maintained.
- **Stock Management:** Assist in stock rotation, checking stock levels and ensuring that the bar and kitchen are stocked throughout service.
- **Health & Safety:** Follow all health and safety regulations and ensure that all food safety standards are adhered to.
- **Team Collaboration:** Work effectively with all others team members to ensure smooth service.
- **Payments:** Process customer orders, taking card payments and operate the till system accurately.

WHAT YOU'LL BRING:

- **Pasion for Hospitality:** A genuine love for delivering exceptional service to our guests, ensuring they feel welcome and valued.
- **Positive attitude:** A friendly, approachable, and can-do attitude, always ready to go extra mile to make someone's day better.
- **Team Player:** You'll thrive in a fast-paced environment and work well with others, supporting your colleagues to ensure everything runs smoothly.
- **Attention to Detail:** Whether it's serving a perfectly poured pint or delivering a delicious meal, you'll take pride in getting it right.
- **Excellent Communication Skills:** You'll have great interpersonal skills ready to engage with customers and colleagues in a clear and confident manner.
- **Flexibility and Reliability:** Whether it's early mornings, evenings or weekends, you'll be reliable and flexible with your availability.
- **Experience (Preferred but not Required):** Previous experience in a similar role is beneficial, but not essential – we're happy to train the right person!
- **A Good Sense of Humour:** We love creating a fun atmosphere and a sense of humour goes a long way in making our pub a place people want to return to!

