



Job Description

Job Title: Front of House Staff

Responsible to: Events & Marketing Officer

Salary: NMW depending on Wage Banding

Duration of post: Fixed term contract – 18 months initially, with continuation based on sustained income.

Hours: 4 days a week, Monday, Tuesday, Thursday, and Friday, from 8:30am to 3pm, offering up to 26 hours per week.

There will also be an occasional obligation to work evenings and weekends for events/functions. Shifts will generally be no more than 8 hours, but times will be varying so flexibility will be required. (As much advance notice will be given to ensure flexibility).

Bridges is a place where we build bridges between people and connect individuals with local activities, services and projects. In doing so Bridges enables the people of Monmouthshire to live happy, healthy and fulfilled lives, maximising their potential and building positive connections with each other and other organisations.

Job Purpose:

Reporting to the Events & Marketing Officer, you will be responsible for providing a high level of customer service in all catering and functions areas of Bridges Centre. Firstly, you will be required to assist in the day-to-day running of the in-house café known as 'The Pantry' that operates between the hours of 8.30am to 3pm, Monday to Friday. In addition to this, you will also be required to support events and functions that Bridges offers where occasional evenings and weekend working will be essential. You will need to have excellent communication, excellent customer services skills, attention to detail and the ability to work in a fast-paced environment while providing a positive and memorable experience for all customers.

Main Duties:

To be a committed member of the Front of House Team:

1. Greeting all guests warmly on arrival
2. Running the counter operation within the pantry, including taking orders, serving meals and clearing tables.
3. Preparing and serving hot & cold drinks, such as coffee, tea and speciality beverages.
4. Liaising with the kitchen to ensure an efficient and seamless service and ensure orders are delivered to customers in a timely manner.
5. To care about customer satisfaction and deliver high standards of client service within the department.
6. To maintain high standards of personal conduct and professionalism.
7. Respond to customer expectations and demands if so required, and communicating any needs to the line manager.
8. Action customer complaints/feedback immediately, reporting issues to Line manager.
9. To uphold excellent communication throughout the team and with other departments in the centre.
10. To perform any tasks required within the kitchen or any other area within the events operation at Bridges Centre.
11. Maintain a spotlessly clean café environment and take responsibility for end of day clean down.
12. Cash handling in the pantry, to include using the till and card machine as required.
13. Ensure daily cashing up is completed and reconciled with regard to cash float. Daily income and refunds are recorded appropriately.

To assist in the delivery of budgeted profit by:

1. Adhering to portion controls at all times.
2. Ensuring all supplies, both food and non-food are used, as directed by the Chef to ensure maximum efficiency.

3. Identifying sales opportunities including up-selling and cross-selling products.
4. Assisting with deliveries and stocks and the associated checks required.

Responsible for ensuring full compliance with Food Hygiene and Health & Safety legislation, including:

1. Undertaking any necessary Food Safety & allergen training
2. Adhere to food, sanitary and safety standards as advised by manager.
3. Food is displayed according to current food legislation standards
4. Undertaking Café and kitchen cleaning duties and keeping accurate records such as fridge temperature checks

Other Duties:

1. To act as an ambassador for Bridges raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To attend meetings and training as required.
3. Take all reasonable measures to follow all Health and Safety policies, procedures, and appropriate legislation as applicable, including personal accountability for the safety of self and others at all times.
4. In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the Manager in addition to those shown above.

Skills Required:

(Evidenced by qualifications, application and previous experience)

1. Excellent interpersonal skills and the ability to make guests feel welcome and well cared for.
2. Customer services / Hospitality Qualification or experience in a similar role.
3. Basic Food Hygiene Certificate – Preferred, although training can be provided
4. Strong Communicator and have a good level of numeracy
5. Attention to detail with a pride in your work.
6. Experience of being part of a team or working on own initiative.
7. Ability to remain calm under pressure, able to multi-task and juggle competing priorities throughout a shift, especially during busy periods.
8. Good time management skills with a focus on punctuality
9. Knowledge within a similar role of taking bookings, orders and payments, face to face and over the phone.

Personal attributes:

1. Ability to work in a self-managed way
2. To be flexible to meet the demands of the role
3. Highly professional approach to all tasks
4. A willingness to learn and help where required.

Other Requirements:

- A right to work check and a DBS (Cost covered by Bridges) may be required prior to starting within the role.

The Application Process:

If you would like to apply for this post, please complete the '**application form**' on Bridges Centre's website.

We do not have a set closing date for applications, but we strongly encourage you to apply as soon as possible to ensure your application is considered.

Please send your completed application by email to amy.mcdougall@bridgescentre.org.uk or by post to:
Amy McDougall (HR Officer), Bridges Centre, Drybridge House, Wonastow Road, Monmouth, NP25 5AS

If you are not contacted for interview within two weeks of submitting your application, please assume that you have unfortunately not been short-listed.

Please note; it is not our organisational policy to provide feedback to candidates who have not been shortlisted for interview.