



JOB DESCRIPTION

Job title: Flexible Waiting On / Bar Staff

The Wellbeing Farm specialises in providing fun, unique and sustainable weddings and events. We have big ambitions with an already jam-packed calendar, we need support to realise our dreams. We need flexible waiting on and bar staff to join our friendly team and help us through their personality to deliver a wide range of functions and weddings, to put The Wellbeing Farm on the map and cause customers to say WOW!

We will provide full training so experience is not essential – what we do want is fantastic personalities, enthusiasm and a can do attitude. You will experience a fun time while working, live music on most evenings and we will feed you while you are working too.

The good stuff:

We are passionate about our staff and their development. We work hard to ensure you enjoy your job and in addition to excellent training, learning and development opportunities, we offer:

- Competitive rates of pay
- Tips
- Flexible hours
- Meals during functions and events
- Working in a friendly environment
- The opportunity to mingle with Llamas!
- Opportunities for promotion to supervisory levels for the right people...

Hours of work: Flexible on hours required as this role will involve evening and weekend work – shifts will vary according to business demand. Due to the nature of this role, there are no set or standard hours of work. You are not guaranteed a minimum number of hours each week and in a particular week you may receive no work at all from The Wellbeing Farm. However, The Wellbeing Farm will endeavour to give you advance notice of the hours that you will be required to work in a particular week.

Base: The Wellbeing Farm

Reporting Arrangements: Event Supervisors

Managerially Accountable to: Functions Delivery Manager

Application Process:

We work alongside strong family values – if you think your values would fit with ours, we'd like to meet with you.

Please send us a cv and cover letter telling us why you are passionate about working at The Wellbeing Farm and why you feel The Wellbeing Farm would be the right employer for you based on our values. Please also include your full career history, current salary and notice period.

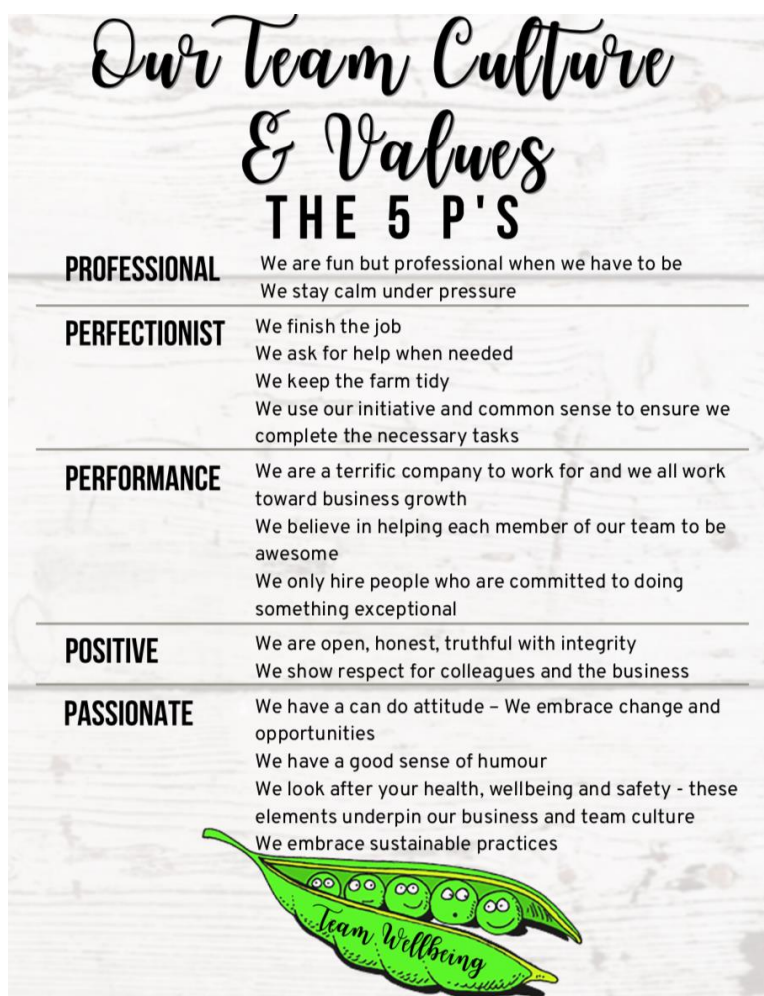
Close of application: 19th April 2021

Shortlisting: 21st – 25th April 2021

Video interviews: 1st or 2nd May 2021
Physical interviews: 9th or 16th May 2021
Ideal start date: End May 2021

The Wellbeing Farm is a very special place for customers to experience so we work as a close team and it is vital that everyone pulls together to ensure our customers receive a consistently exceptional experience.

At The Wellbeing Farm we want staff to feel as though they are part of a successful team, and that everyone is respected, appreciated and rewarded for the good work you provide. Above all, we want people to enjoy working at The Wellbeing Farm. As a result we have values to help us all to know what is expected of you and the company – these values can be found within the staff and volunteer handbooks.



JOB PURPOSE:

You will have flair and creativity to make sure that we deliver a consistently exceptional eating experience. You will have enthusiasm for local food and its provenance, and also in delivering excellent customer service, outstanding food and beverage presentation skills.

Staff will be enthusiastic at serving tables in a fantastic wedding and events facility. It's a job which is perfect for someone who is outgoing, friendly and who enjoys the social aspects of working and can provide the all-important extra service to the dining experience.

DUTIES AND RESPONSIBILITIES

1. To work with the Hospitality Shift Events Supervisor in servicing the customers of The Wellbeing Farm who attend for corporate events, functions and weddings ensuring that every customer receives the highest possible standards of service and an exceptional experience.
2. To serve the food as directed to the highest standards of customer service. You will be enthusiastic and passionate about food and drink and provide top levels of customer service.
3. Prepare and serve hot and cold drinks and serve alcohol, preparing customers' bills and taking payment and issue receipts.
4. Liaise with customers for any additional requests and report any issues with the food to the Kitchen Manager / Functions Delivery Manager to resolve.
5. To be aware of all procedures including health and safety and food hygiene / kitchen hygiene regulations including HACCAP food handling. Ensuring a high level of health and safety, cleanliness and food hygiene and that safe working practices are followed.
6. To ensure that the highest level of customer service is maintained by all and customers are happy and comfortable at all times.
7. To collect customer feedback and to deal with general enquiries and any complaints effectively.
8. To assist in the cleaning of The Wellbeing Farm.
9. To ensure that the counters and bar are kept tidy and in an organised state, ensuring the accuracy of signage and the cleanliness of retail areas at all times. This will include operating the glass washer in the bar area ensuring proper storage of equipment and utensils. Your role will also be to replenish bar stock as appropriate.
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10. To follow opening and closing procedures.

As The Wellbeing Farm is a small business, all employees must be flexible with their duties; from time to time you will be asked to participate in tasks that are not in your job description. This can include cleaning, reception work, looking after animals, administration work, etc.

This job description will be subject to periodic review and amendment in accordance with the needs of the organisation.

All employment will be subject to a three-month probationary period.

Health, Safety and Security:

- It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety and licensing regulations.

- While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person. This includes the wearing of personal protective equipment provided or required, temperature screenings, social distancing, sanitisation and cleaning procedures.

Training:

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend an induction and all mandatory training sessions as required by the organisation.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Date Prepared: 13th March 2021

Prepared By: Celia Gaze



PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements which the post holder requires to perform the job to a satisfactory level.

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	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> GCSE or equivalent in English and mathematics 		<ul style="list-style-type: none"> Application Form Interview
Experience	<ul style="list-style-type: none"> Superior customer service skills An eye for opportunities for continual improvement – in service provision, efficiencies and customer offering 	<ul style="list-style-type: none"> Previous experience of working in a catering environment and especially front of house experience Marketing – the ability to be creative in promoting new initiatives and engaging with the local community 	<ul style="list-style-type: none"> Application Form Interview References
Skills and attributes	<ul style="list-style-type: none"> A smile says it all - excellent communication and interpersonal skills Committed to customer service Highly organised Dynamic with an eye for detail – innovative and adaptive Enthusiastic and fun loving with bags of personality to create a memorable visitor experience A great team player Well presented A 'can do' attitude Skilled at working in a fast-paced environment while maintaining priorities and a high-level of performance Capable of taking and writing down orders 	<ul style="list-style-type: none"> Passionate about good quality food and provenance Passionate about animal welfare and environmental issues 	<ul style="list-style-type: none"> Application Form Interview References

Knowledge	<ul style="list-style-type: none"> • A genuine interest in great food cooked with fresh, seasonal produce and knowing what makes great food • Superior standards of quality 		<ul style="list-style-type: none"> • Application Form • Interview • References
Other	<ul style="list-style-type: none"> • CRB check • May work long hours on your feet and will be expected to be very friendly, courteous, patient and industrious. • Shifts will vary according to business demands • As a licensed venue, all members of staff serving alcohol must be a minimum of 18 years old. 	<ul style="list-style-type: none"> • Access to a car • Driving licence 	

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