



Front of House Staff

About the Role:

As a key member of our front of house team, you will be the face of our pub, ensuring every customer feels welcome and valued. Your role is all about delivering excellent service, from greeting guests with a smile to making sure they leave with a positive impression. You'll work alongside a supportive team to provide high-quality service.

Key Responsibilities:

- **Customer Service:** Greet customers warmly, take orders efficiently, and serve food and drinks with a positive, friendly attitude.
- **Create a Welcoming Environment:** Ensure all guests feel comfortable and well taken care of throughout their visit.
- **Team Collaboration:** Work closely with your colleagues to ensure smooth service, communicating effectively to meet customer needs.
- **Upselling and Recommendations:** Provide menu recommendations and upsell where appropriate to enhance the guest experience and increase sales.
- **Maintain Cleanliness and Organisation:** Keep the front of house area clean, tidy, and organized to ensure a pleasant atmosphere for guests.
- **Event Support:** Assist with events and special functions, ensuring everything runs smoothly and guests have a great experience.
- **Adhere to Safety Standards:** Follow all health and safety guidelines, always ensuring the safety of both customers and staff.

What We're Looking For:

- **Excellent Communication Skills:** Friendly, approachable, and confident in interacting with guests and team members.
- **Customer-Focused:** Passionate about providing outstanding service and creating a positive atmosphere for every visitor.
- **Team Player:** Able to collaborate and work well in a fast-paced, team-oriented environment.
- **Positive Attitude:** A "can-do" approach with a willingness to go the extra mile to make guests feel special.
- **Attention to Detail:** Ensuring orders are accurate and maintaining a clean and welcoming environment at all times.
- **Previous Experience:** Experience in a customer service or hospitality role is beneficial but not essential – full training will be provided.