

Job Description

Job title: Front of House

Department: F&B, St Michael's Mount

Line management responsibilities: None

Reports to: Supervisor/Senior Supervisor/F&B manager

Principal purpose of role	<ul style="list-style-type: none"> As a member of the St Michael's Mount catering team contribute to the provision of quality service and maintain the high standards required by St Aubyn estates.
Area of responsibility/tasks	<ul style="list-style-type: none"> Contribute to presenting the Catering outlet to the agreed high standards ensuring that our customers enjoy a comfortable and welcoming environment. Meet and greet all customers warmly and promptly Provide counter semi-self-assist service for our customers. Display all food attractively. Be aware and implement stock rotation on all food and beverage stock Point of sale is correctly presented and positioned. Help with any food preparation as required by the head chef. Wear the required uniform, be clean and tidy and adhere to the St Michael's Mount policy on personal hygiene. Be prepared to work in any area of the outlet including the ice-cream parlour. Be prepared to work in either outlet Sail loft or island café. Be aware of daily sales targets; use all opportunities for increasing sales to our customers. Be aware of dietary requirements and allergens. Promote daily specials and have excellent product knowledge.

Customer service	<ul style="list-style-type: none"> • Provide a great service to all our external and internal customers. • Be smart, polite and helpful at all times. • Be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask).
Health and safety	<ul style="list-style-type: none"> • Follow safe working practices. • Be aware of emergency and first aid procedures. • Be vigilant for hazards and report them. • Attend all necessary training courses.
Communication	<ul style="list-style-type: none"> • ‘Maintain radio/pager/telephone contact while on duty.’
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.