

Herriots Hotel with Rhubarb Restaurant

Job Description – Front of House Team Members

What will my position be?	Front of House Team Members
Who will I report to?	Line Manager
Hours of Work:	Part Time & Full Time Available
Salary:	18 – 20 £9.50 per hour, over 21's £10.00 per hour

About Herriots Hotel & Rhubarb Restaurant?

Finalist in the White Rose Small Hotel of the Year, and Regional Wedding venue of the Year, this unit is passionate about what it does, and values its team. Tripadvisor rated #1 hotel in Skipton.

Located in Skipton, North Yorkshire on the edge of the town, this operation has a 40-cover restaurant with bar, function suite for 100 and 25 bedrooms with an additional 5 in our Herriots House located next door to the hotel. Maintaining a minimum of 80% occupancy, a busy function trade and steady restaurant and bar clientele, this enthusiastic and capable team require someone with drive, enthusiasm, and a solid work ethic to join them. The restaurant and bar are both delightful and comfortable.

Herriots House is our new addition, a stunning detached Victorian house located next to the hotel with 5 bedrooms sleeping 16 guests, 6 bathrooms, private courtyard, and hot tub, great for private hire for family get togethers or group parties.

Our restaurant, Rhubarb serves fresh home-cooked food, regional, and traditional with a twist.

As a member of the trip advisor "Hall of Fame" the hotel has been recognised for over 8 years for the quality of its food, drink, and service and not least the team looking after them.

What will you be doing?

As a Front of House Team Member, you'll deliver a friendly and efficient service, to create a warm and welcoming atmosphere for all our guests and ensure they have a great experience. You'll be attentive to our guests needs from the moment they arrive, make recommendations, and serve accurately and efficiently. Of course, all with our friendly Yorkshire charm!

Responsibilities include:

- Delivering the Food and Beverage service to consistently high standards
- Effectively controlling the flow of customers and orders throughout service
- To be always smart and presentable for work.
- To be punctual for shifts
- To be honest trustworthy and reliable in your everyday duties
- To ensure the restaurant, bar and service areas are ready for service at the start of your shift
- To keep the restaurant, bar, store, and customer areas always tidy
- Ensuring you maximise all sales opportunities
- Dealing with any customer queries in an appropriate manner
- Responsibility for accurate management of all transactions during service

You will have:

- Previous experience in a food & beverage service would be preferred
- The flexibility to respond quickly and positively to a range of work situations
- An interest in developing others to be part of a winning team

What benefits will I receive?

Your benefits will include a competitive rate of pay, holiday entitlement, full training and uniform provided. Friends and family accommodation rates and discount on food and drinks.

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