**JOB DESCRIPTION**

**Role: Waiting Assistant**

**Reports To: Restaurant Manager/General Manager**

**Employer: The Angel Inn / E Street Bar & Grill**

**Location: Petworth, West Sussex, UK**

**Employment Type: Full or Part-Time**

**About the Role**

Our Waiting Assistants will effectively manage their allocated tables during service. You will play a pivotal role in ensuring that you exceed our guests’ expectations focusing on creating a warm, inviting, and clean place to eat and drink.

**About Petworth Places**

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Eat, Stay, Event at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great

success.

**Responsibilities**

The Waiting Assistant will be responsible for:

* Ensuring that every guest is greeted appropriately with a warm welcome.
* You provide knowledgeable information about our food and drinks, including any daily specials.
* You have the confidence to match wine to our menu.
* You listen attentively to our guests when taking orders and repeat back to avoid confusion and /or mistakes.
* Ensure you support any new employees by supporting them with on-the-job training according to company standards.
* Ensure that you follow all procedures, including any legislative requirements (COVID; Food Hygiene and safety).
* Champion internal promotions and incentives.
* Ensure good communication with all employees on shift, including the kitchen and bar.
* You listen to guest feedback and take appropriate action to remedy.
* You embrace new procedures and always lead by example.
* You arrive for work on time, with the correct clean uniform.
* You always display a professional and positive attitude.

**Guest Awareness**

* Understand who the guests are, and their expectations and needs.
* Seek and action guest feedback at all opportunities; effectively deal with and learn from complaints.
* Implement correct company standards, monitor, and drive for continuous improvement.
* Project a positive, professional, and friendly image to the guests and employees.
* Ensure guests are welcomed in a timely manner and treated with respectful manner.
* Ensure guests’ needs and requests are dealt with efficiently and in a timely manner.
* Ensure guests are checked out promptly and efficiently.

**Health & Safety and Quality Assurance**

* Keep hygiene standards and health & safety as the core discipline in the workplace and adhere to all legislative requirements.
* Ensure a safe workplace by identifying hazards and taking corrective action.
* Ensure you follow specific safe work practices (use of cleaning materials, manual handling and cleaning up after spills, etc.).

**Revenue Improvement**

* You seek out opportunities to increase sales by making appropriate suggestions for ‘add on’ items.
* You are aware of your guests’ needs and offer additional dinks in a timely, professional manner.
* Ensure guests have an experience that will inspire them share with their friends / family and to return.

**Building & Maintenance**

* Highlight any issues seen on a day-to-day basis to the duty manager.
* Take immediate remedial action on anything deemed to be a safety or security risk to the business.
* Report faults with any equipment to the duty manager in a timely manner.
* Ensure work areas are safe and kept free from clutter.
* Be responsible, along with colleagues, for the security of the building.

**Marketing**

* You are aware of any current promotions and marketing projects where required.

**Communication**

* Attend meetings when required and participate fully.
* Communicate with managers and colleagues in a comprehensive manner.
* Be receptive to and positive about any feedback from guests and other employees.
* A good command of oral and written English
* Strong computer skills: word, excel and external programs (TripAdvisor, Bookings.com, etc)

This document is not intended to be an exhaustive list, and additional responsibilities may be required as the Senior Management team continually develops and grows the business and the Company as a whole.

**Core Competencies**

**Accountability**

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

**Communication**

Listens, speaks, and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

**Guest Service Orientation**

Establishes mutual expectations with clients to ensure satisfaction, going above and beyond to help build a strong relationship. Shows care and timeliness when dealing with client requests; is keen to offer assistance before a request is created.

**Problem Solving**

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and past experience and knowledge to act appropriately and efficiently.

**Technical Savvy**

Can understand the use of the ordering and payment systems in use. Asks for help to avoid mistakes.

**Other Important Traits**

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

* Passion for food and quality ingredients.
* Leadership and demonstrable teamwork skills.
* Friendly and accommodating manner, with excellent interpersonal, written, and oral communication skills.
* Creative ‘outside of the box’ thinking.
* Ability to influence other team members by leading by example.

**Key Performance Indicators**

Short Term – 0-3 months

* Understands the menu and our food story
* Can confidently manage a restaurant section of up to 4 tables
* Has full understanding of guest ordering system
* Can close off table check and take payment accurately
* Has the ability to food run successfully
* Can take corrective action, with management support
* Demonstrates excellent cleanliness and hygiene standards

Medium Term 3-6 Months

* Can confidently seat guests on arrival
* Can resolve any guest issues, with minimal management support
* Can make all coffee types unsupervised
* Has a good knowledge of our drink selection
* Can confidently engage with guests

Long Term 6 months+

* Can supervise new employees and support training
* Can confidently manage a private function
* Can confidently manage a section of up to 8 tables
* Has an in-depth knowledge of our food and drink stories