



Hospitality Team Member – Afternoons / Evenings

Job Description & Personal Specification

Overview

Centre:	Whitemoor Lakes
Position:	Hospitality Team Member
Reporting to:	Hospitality Team Manager
Hours:	16 hours per week Any 4 afternoons / evenings per week, including some weekend work, on a rota basis. Shift times: 4.00pm – 8.00pm (5.00pm – 9.00pm on some Friday's) <i>NB: on the odd occasion when no evening work is required, hours will need to be made during daytime, however, we do have a flexible approach.</i>
Role Type:	Permanent, Part Time, Shift Work
Overall Purpose:	To support the Hospitality Team Manager and Team Supervisors in providing great customer service during evening meal service and in helping prepare and clean the dining room before and after meal service.

Job Description

- To help prepare the dining room prior to guests arriving for meal service, including setting of tables, preparing water and squash, getting correct serving utensils ready, and general cleaning of dining room.
- To help in cleaning of public areas, including lounge areas, corridors, public toilets, and refreshment drink stations.
- Cleaning and preparing of venue rooms for incoming groups. Tasks include hoovering, rubbish, setting of chairs / tables and any AV / PA equipment.
- To clean refresh and stock up the tea and coffee points throughout the centre, including washing and replenishing mugs.
- To help in serving guests their evening meal, being friendly, and knowledgeable about food being served.
- To help in cleaning up after evening meal, including washing up, hoovering, mopping, and re-setting of tables.
- Helping to ensure high standards of cleanliness, hygiene and appearance are maintained throughout the centre.
- To ensure food hygiene regulations are met within our dining room and food service.
- Ensuring safe practise and adhering to the correct use of ALL chemicals, wearing the appropriate protective equipment where necessary.
- Reporting any damage and maintenance issues promptly to your line manager.



- To daily check the house team / hospitality team staff notice board for any important information / notices
- To undertake training, as required, to assist yourself in gaining new skills and knowledge and to help enhance our guest experience. Training will be a mix of hand-on practical, shadowing a member of staff and on-line training through our training portal. Training includes food hygiene, COSHH, and basic health and safety amongst others.
- To assist in training new staff on the practical side of the job, partnering up with new starters to show them what is involved with the role.
- To undertake other duties as requested by the Hospitality Team Manager, General Manager or Head of Centre.

Please note: this role is predominately cleaning, wash-up, and preparation, with the exception of approximately one hour during meal service.

Person specification on the following page.

This job description dates from August 2024 and may be subject to review at any time as deemed necessary.



Personal Specification

Attributes	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Clear communicator, with good command of the English language (speaking, reading and writing). • Personable & approachable, cheerful, polite and courteous, with the ability to respond positively to guests needs. • Flexible, punctual and reliable. • Comfortable & confident when working as part of a team, but also working alone. • A Committed team player 	<ul style="list-style-type: none"> • Keen eye for detail
Experience	<ul style="list-style-type: none"> • Good understanding of a residential hospitality environment. 	<ul style="list-style-type: none"> • Previous experience working in hospitality or another customer facing role. • Previous experience working in a cleaning services role. • Previous experience working with children. • Experience of working to a tight schedule or regular task list.
Education/Qualifications		<ul style="list-style-type: none"> • No formal qualifications are needed for this role, however, a good standard of numeracy and literacy is required
Other	<ul style="list-style-type: none"> • Fully supportive of the aims and Christian ethos of the Charity. • High standard of personal grooming, dress and appearance. 	