

## Job description FOH Team Member

Venue: The Plough

Reporting to: The General Manager

Responsible for: Assisting in all operational aspects of the business and ensure the smooth running and exceptional customer service of the operation.

Job objectives:

- To deliver excellent customer service
- To ensure brand standards are adhered to
- To work alongside colleagues to promote the business
- To ensure standards are met

### Key Responsibilities

- To assist in the set up and maintenance of all restaurant and bar service areas.
- To assist in the welcoming of all guests into the business.
- To assist in the service of food and drinks to guests.
- To ensure that all duties are carried out in accordance with statutory safety requirements, including food hygiene regulations.
- To adhere to company policy in every interaction with guests and colleagues.
- Maintaining the cleanliness of all of the FOH areas.
- To manage all payment transactions in accordance with the companies policies and procedures and to handle all transactions with diligence and honesty.
- To support colleagues at peak times and to undertake any operational duty which might be reasonably required, to ensure customer expectations are met.
- To co-operate with the manager and all team members to ensure that targets are met.
- To promote sales within the business.
- To participate, constructively, in performance reviews with the manager and to improve any areas of performance felt necessary by the manager.
- Participate in team meetings on a regular basis to help improve the business and help it go from good to great.
- To undertake any health and safety training that may be applicable to your role.
- To promote the licensing objectives.
- To promote the challenge 21 policy.

This job description is current at commencement of employment. In consultation with you it is liable to variation by management to reflect or anticipate changes in or to the job.

Signed: