



## Job Description

<b>Title</b>	Front of House, Bar and Waiting Person
<b>Short description</b>	Front of House, Bar and Waiting Person
<b>Company</b>	Public House and Restaurant
<b>Base</b>	Based Near Liskeard and Callington
<b>Reporting To</b>	Manager/ Owner
<b>Salary</b>	Depending on experience and training required

### Job purpose

This is an excellent opportunity to work for a reputable Cornish country pub. You will assist the owners front of house on the bar and in their informal dining area. The pub is a popular family run business set in the heart of the local rural community. Fantastic location on the edge of Bodmin Moor serving both local customers and holidaymakers. The bar is particularly busy at the weekends and has a popular Sunday carvery.

### Key tasks

- To welcome customers and ensure that they are provided with drinks at the Bar in a timely manner and assist with food orders to maximise sales when or where appropriate.
- To arrange the Bar and Dining area by setting tables accordingly.
- To tidy the Bar and Dining area after customers.
- To assist and ensure the smooth set up, running and cleaning down of events and functions.
- To ensure that customers receive a high standard of service at all times.
- To promote a customer focused culture at all times.



- To ensure that health and safety procedures are respected.
- To regularly clean the bar and dining area and associated equipment ensuring a safe, clean, tidy and pleasant working environment.
- Pour all drinks to the recommended legal standard (correct measure) in the appropriate glassware.
- Check identification of customers to make sure they meet age requirements for purchase of alcohol.
- To notify the Manager if you observe a particular item of stock is running low.
- To attend training sessions and to assist with the 'on-the-job' training of new staff, as required.
- To handle minor complaints in a professional and courteous manner and to provide appropriate solutions. To immediately inform the Manager of all cases.
- To comply with all Company policies and procedures.
- To report and take necessary action for any incident of fire, accidents, theft, loss, damage, unfit food or any other irregularities.
- To adhere to all statutory requirements regarding fire, health, safety and hygiene.
- To be responsible, whilst liaising with the manager, for your own development.
- To carry out any other reasonable duty to assist in the smooth running of the business.

## Personal appraisal

- Hygiene
- Storage
- Politeness
- Team working
- Sales ability
- The ability to listen: understanding how to detect customer needs
- Attention to detail
- Sensitivity to customers: good relationship skills
- Physical and mental resilience
- Thoroughness
- Organisation: multi-skilled
- Adaptability/reactivity
- Good time-keeping
- Self-motivation and motivation of others
- Delegation
- Communication and team briefing
- Discretion
- Positivity



**A S Recruiting**  
Your future is our future

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- Demonstrate excellent communication skills.
- Be able to work effectively as part of a team and on their own initiative.
- Continually strive to achieve personal goals and objectives.

### Salary and Working hours

- Salary dependant on experience and training required.
- Full time hours (working 5 days in 7 across split shifts).
- Rota: Monday, Thursday, Friday, Saturday and Sunday (weekend, one shift only). Current format but flexible for the right person.
- Due to the location of this establishment, own transport is essential.
- This position is with a popular country pub with a reputation for excellent food.

### Training

Prior experience is desirable but not essential, as the employers are looking for candidates with a great personality and positive attitude. Full training will be provided.

### How to apply?

For an application form and job description please contact **Angela Stuart** at **A S Recruiting Ltd** via email [angela@asrecruiting.co.uk](mailto:angela@asrecruiting.co.uk) or Telephone on **01579 370488** or **07747 022148**.

Please quote Job Reference Number **AS/12042**

### Closing date for application

Thursday, 28<sup>th</sup> February 2019



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