

Hicks Kearney Ltd.

Front of House Team Member

Job description

As a Front of House Team member for Hicks Kearney Ltd., you will be part of our dynamic and enthusiastic family. You must pride yourself in the successful delivery of consistent and great service, particularly in the areas of customer satisfaction and the ability to upsell. You will be part of a fast-paced environment where customer satisfaction and adherence to regulatory standards is paramount. Under the direction of your supervisor and/or manager, you will share the responsibility for the front of house areas, and ensure the successful operation, preparation and delivery of all, services, drinks and foods. You will also ensure that the front of house areas are kept to a high standard of cleanliness and a safe environment to work in and visit.

Your primary place of work will be Harbour Kitchen at 117 High Street, Cowes PO31 7AX and The Compass Bar at 10/11 High Street, Cowes PO31 7RZ (both of these venues are directly opposite one another) however; from time to time, you may also be required to work offsite for scheduled events with HK ON THE ROAD.

Key responsibilities and duties

Your responsibilities, but not limited to, include:

- Welcoming and serving of customers, from:
 - Meeting them and showing them to a table,
 - Taking their order,
 - Preparation and delivery of foods and drinks,
 - Ensuring their satisfaction from start to finish,
 - Collection of monies owed for goods and services.
- Responsible for the timely delivery of all food and drink items.
- Responsible for the delivery of excellent cleanliness throughout the front of house areas.
- Assist with the bars' stock and rotation.
- Ensure a safe, secure and appealing environment by adhering to the company's Health & Safety policies and ensuring all areas are compliant with audit requirements.
- The opening and closing of the venues.
- Cashing out at the end of a service in the absence of a supervisor or manager.
- Perform daily and weekly checks.
- Handling and resolution or escalation of customer queries and complaints.
- Attending and completing any training courses deemed necessary.
- Perform any other reasonable duties to ensure the continued success and operation of Hicks Kearney Ltd. and any other affiliated companies within.

Alongside key responsibilities and duties

A Hicks Kearney employee should be:

- Welcoming, friendly, and genuine, with excellent all round communication skills.
- Educated to GCSE standard (English and Maths grades D or above) or equivalent.
- Ability to speak, read, write and understand English to a good standard.
- Ability to keep calm and work methodically during busy times.
- Over the age of 16.

As part of the HK team, you will be entitled to:

- Equal share of all tips received.
- Employer pension contribution.
- Employer support, where appropriate, for further education/qualifications.
- Discounted meals and drinks for you and immediate family.

Other Important Stuff

Due to the seasonal nature of our business, annual leave will typically not be granted during the months of July and August except for an emergency or an exceptional circumstance.

Due to the nature of the hospitality trade, the successful applicant will be expected to work mornings, evenings, weekends, bank holidays and/or split shifts.

Pay will be dependent on skills and experience, plus tips.

Auto enrolment to a Pension scheme will be setup upon arrival unless refused in writing.