

boatfolk BARS

Job Description: Front of House

Location	The Deck, Penarth Marina, Penarth
Salary	Competitive
Job type	Part-time

About us: As part of the boatfolk Ltd. group, we share a passion for boating and getting more people having fun afloat or around water. That is why, boatfolk bars are all based around beautiful marina views. We are a fast-growing group, with many opportunities and possibilities for you to progress within the business.

About you:

Reporting to assistant manager and general manager, you will uplift the dining experience for our guests. You must have the patience, personality and perseverance to thrive in this role. You will be responsible for greeting and serving customers, provide detailed information on menus, multi-tasking various front-of-house duties and collecting the bill.

As a successful waiter/waitress, you will be polite with our customers and make sure they are enjoying their dining experience. You will be a team player and be able to effectively communicate with our kitchen staff to make sure order are accurate and delivered promptly.

Responsibilities:

- Greet and show customers to their seats and present our variety of menu options with detailed information when asked (e.g., portions sizes, ingredients, potential food allergens)
- Advise on the best food and drink choices for each customer
- Take food and drink orders and deliver them to the table deftly and accurately
- Prepare and attend to the tables and guarantee compliance to cleanliness standards
- Check the quality of the final servings and resolve any issues
- Deliver checks and accept payment
- Openly communicate and with other staff members
- Work diligently to achieve outstanding service quality
- Inform of our specials or offer recommendations upon request

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- Check customers' IDs to ensure they meet the minimum age requirements for consumption of alcoholic beverages
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Continuously maintain a clean restaurant environment by clearing plates and glasses and offer deserts or extra drinks as part of upselling
- Follow all relevant health department regulations
- Provide excellent customer service

Benefits:

- Flexible working hours/shifts
- Ability to take part in boating activities
- Room for progression into higher roles
- Tips and bonuses
- Regular employee events
- Cycle to work scheme
- Company sick pay
- Staff discount at all boatfolk. bars and restaurants. 50% on food and non-alcoholic drinks during work shift, 20% when visiting
- Private health care
- Gym discounts

Including many more.

To apply: In the first instance please send your CV to recruitment@boatfolkbars.co.uk

Applications deadline: TBC

Interviews: TBC