



Join the boatfolk crew

## Front of House, boatfolk Bars

### About us

Haslar Marina, set on the stunning Solent, is part of the boatfolk group, a collection of marinas across the UK. The marina features two distinct dining experiences – 'The Creek', a year-round, homely restaurant ideal for a relaxed and celebratory dining alike, and 'The Lightship', a seasonal venue with a vibrant, luxury atmosphere with stunning, uninterrupted views over the waters of Portsmouth Harbour. Our commitment to local, sustainable cuisine and a diverse dining experience is central to our ethos.

### Our values

Our values inform our decisions and guide our behaviours, reflecting how our business operates in the communities we are part of. They are our promises to ourselves, to our customers and to each other and they

<b>Location</b>	Haslar Marina, Gosport
<b>Contract</b>	Seasonal
<b>Working hours</b>	Variable
<b>Salary</b>	Up to £11.50 per hour

are expected of everyone across our business, regardless of the position they hold.

<b>DETAIL</b>	We focus on doing things right for our customers.
<b>EXPERIENCE</b>	Going beyond good service to put customers at the centre of all we do.
<b>CARE</b>	We care about each other, our customers and the environment.
<b>COMMUNITY</b>	We actively create inclusive places to bring people together.
<b>CHALLENGE</b>	Be fearless, give it a go!

## About the role

We are seeking enthusiastic individuals to join our Front of House team. As a Front of House Staff member, you will be the face of our restaurants, interacting directly with our valued guests. Your primary responsibility is to ensure a seamless and enjoyable dining experience by providing outstanding service and maintaining a positive atmosphere within the restaurant.

## Key responsibilities

- Greet and seat guests with a warm and friendly demeanour, ensuring a positive first impression.
- Accurately take food and beverage orders and communicate them to the kitchen staff promptly.
- Monitor and maintain cleanliness and organisation of tables, ensuring they are set up to our standards.
- Collaborate with kitchen and bar staff to ensure smooth coordination of service.
- Address customer concerns or issues promptly and professionally, seeking assistance from management when necessary.
- Familiarize yourself with menu items, specials and make recommendations to enhance the dining experience and increase sales.
- Process payments accurately, handling electronic transactions efficiently.
- Work collaboratively with other Front of House and Back of House team members to create a harmonious work environment.

## Skills & Qualifications

- A passion for providing excellent customer service and creating positive guest experiences.
- Strong verbal communication skills and an ability to interact effectively with customers and team members.
- Ability to thrive in a fast-paced environment and adapt to changing priorities.
- Collaborative mindset and a willingness to work as part of a team to achieve common goals.
- Meticulous in ensuring tables are set up correctly and orders are accurate.
- Ability to handle customer concerns or issues with a calm and solutions-oriented approach.
- Willingness to work evenings, weekends, and holidays as required.

## Working Hours and Environment

The role involves working as part of a team in a dynamic, fast-paced environment. The seasonal contract includes offer of hours between May 9<sup>th</sup> – September 15<sup>th</sup>, November 28<sup>th</sup> – January 1<sup>st</sup>, and over Easter Half Term (dates dependent on school holidays). The seasonal nature of the business allows more hours during the summertime and less hours in the winter months with key dates and events requiring extra staff.

## Benefits

- Staff discount at all boatfolk Bars, restaurants, and hotels.
- 29 days full-time equivalent annual leave.
- Share of tips.
- Discounts on berthing and boat sales.
- Contributory pension scheme.
- Ability to take part in social events and boating activities.
- Friendly and dynamic team working environment.
- Free car parking.

To apply please send your CV to [lauren@boatfolkbars.co.uk](mailto:lauren@boatfolkbars.co.uk) and [laurar@boatfolk.co.uk](mailto:laurar@boatfolk.co.uk) along with a cover letter, highlighting your experience working in a fast-paced environment, your understanding of local customer needs, and which site you feel you would be best suited to, and why.