

JOB DESCRIPTION

Job Title: Catering Team- Front of House
Line Manager: Catering Manager

The Role will be based at Snape Maltings

Britten Pears Arts

Britten Pears Arts is a pioneering music, arts and heritage charity based on the Suffolk coast at two popular, historic visitor destinations: Snape Maltings and The Red House. It emerged from the creative partnership between the composer Benjamin Britten and his professional and personal partner, singer Peter Pears. In 2020, the two charities which formed the legacy of Britten and Pears' life and work, Snape Maltings (formerly Aldeburgh Music) and Britten-Pears Foundation, merged to become Britten Pears Arts. Britten and Pears shared a progressive vision for music and the arts to be useful, transforming lives, and bringing people and communities together. Our founders' vision inspires all our activities: from work with our local communities to our national leadership roles in the fields of programming, talent development and music for health & wellbeing.

Role Overview:

To provide courteous, efficient, and knowledgeable service to internal and external customers at all times. Works as part of the Front of House team and is able to cover all areas including course catering, the café, restaurant, Tea Huts, and pop-up restaurants. Keeps all areas clean and well presented at all times.

MAIN RESPONSIBILITIES:

Customer Focus:

- Greets and acknowledges customers, on arrival, at all times.
- Keeps product knowledge up to date and can give accurate information to customers.
- Knows the availability of daily specials, seasonal and local produce, including ingredients.
- Has good awareness of who has arrived and is waiting to be served.
- Serves people, efficiently, in turn and does not keep people waiting.

Key Tasks:

- Has good product awareness and knowledge of all menu items, both food and drinks. Finds this information if unsure.
- Be knowledgeable on all menu items, both food and drinks.
- Take orders, at the table and at the bar, accurately.
- Serve prepared food and hot and cold beverages.
- Use the Epos Till system to accurately record sales and process all transactions.
- Offer customers appropriate accompaniments, or alternatives, to their orders.
- Keeps all work areas clean and tidy, clears and cleans tables quickly so that they are ready for the next customers.
- Clean glass, crockery, and cutlery so that they are ready to be used again as soon as possible. Clear away any breakages and report any shortages to the manager.
- Ensure that restaurant/cafe tables are laid out correctly.

- Clear away any spillages as soon as they occur.
- Pass on customer feedback to managers, including customer requests for new menu items.
- Has a good understanding of allergens and is able to give customers accurate information if asked.
- Adheres to relevant food safety policies and procedures at all times.
- Complete relevant checklists e.g.: cleaning, stocktakes, accurately.
- Follows policies and procedures correctly at all times.

Health & Safety:

- Know and understand the company's Health & Safety procedures and policies, always adhering to them.
- Report any hazards, incidents, accidents or near-misses to the department head, or immediate manager as soon as they are known.
- Follow and implement all measures aimed at making Snape Maltings "Covid-secure" for customers and colleagues.

Security:

- Be vigilant eg: for potential theft, breaches of security.
- Report any suspicious behavior to Head of Hospitality and Events.
- Always follow the company's security procedures.

Special Requirements:

- Wear a uniform and maintain a smart appearance.
- Be able to work flexibly – including weekends, evenings and bank holidays as the business requires.
- Be able to work across site in several venues and roles, including Tea Huts, Cafés, Restaurant, Pop-Up Restaurants, Concert Catering, Weddings, and Events.

Key Performance Measures:

- Guest comments/feedback.
- Accuracy of orders.
- Efficiency of service.
- Completion of Checklists.

Employee Benefits:

- Staff Discount.
- Staff Meals.
- Life Assurance (Permanent Employees).
- Complimentary Tickets.
- Simply Health (Permanent Employees)

Undertake other tasks which are commensurate with and in the spirit of this job description.

Signed: _____ Date: _____

Person Specification: Front of House Team Member

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Has previous experience of working with people in a voluntary or paid role. 	<ul style="list-style-type: none"> • Has previous catering/FOH experience • Has used EPOS
Skills/knowledge	<ul style="list-style-type: none"> • Excellent interpersonal skills – is warm and friendly, relates well to people from all walks of life. • Can use a till system accurately to receive cash and card payments. • Understands food and work area hygiene standards. 	<ul style="list-style-type: none"> • Level 2 Food Hygiene
Ability/aptitude	<ul style="list-style-type: none"> • Enjoys working with people and is always welcoming to customers. • Makes a positive contribution to the team, uses initiative appropriately and has a “can-do” attitude. • Keeps calm and friendly under pressure • Can respond calmly and courteously to complaints. • Has high standards of personal presentation and is a good ambassador for the organization 	<ul style="list-style-type: none"> • Enjoys learning new skills and is capable of taking on additional responsibilities
Special requirements	<ul style="list-style-type: none"> • Can work flexibly – including weekends, evenings and bank holidays as the business requires. • Is able to work effectively in any area of catering which may include the Tea Huts, Cafés, Restaurant, Pop-Up Restaurants, Concert Catering, Weddings, and Events. 	<ul style="list-style-type: none"> • Has a full, clean driving licence • Is able to travel to other venues where catering is provided by the organization.