

Job Description

Job Title: Food & Beverage Catering Assistant	
Managed by: Restaurant Managers/Supervisors	
Department(s): Manor Restaurant, Stables Café, Treaerie and Food-to-go outlets	Location: Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Staff and volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The main objective of the Food & Beverage Catering Assistant is to provide excellent customer service to all visitors that are using the eatery services. We want to ensure all our customers are happy, feel welcome and receive an excellent customer experience.

Key responsibilities:-

1. Service and Responsibilities

- Excellent service is your primary responsibility at Waddesdon. You need to be: friendly and welcoming. Smile. Make eye contact. Efficient and prompt. Look for work to do. Be proactive and think ahead. Clean as you go.
- You must be knowledgeable about the food and wine on the menu, and aware of changes when they happen. Check the whiteboards and blackboards for changes and specials. You must be able to answer a customer's questions. Know what you are serving. Always check your food before serving it. Do your preparation thoroughly in advance.
- Be polite and helpful at all times.
- Communicate effectively with the customer, the kitchen and other staff.
- Make great tasting coffee for which training will be provided.

- Barista experience would be beneficial, as this is part of the job role. Training will be provided.
- Follow the dishwashing stacking system to assist speed of service.
- You must maintain a clean workspace at all times in line with KPIs.
- Follow all KPIs for each location as instructed by your line manager

2. Relationships

- At all times to maintain good working relationships with all members of the Waddesdon staff, visitors and other members of the public.

3. Finance

- Your responsibilities here are to be honest, to look after stock and to help catering improve its figures. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.
- Every bill you give must be double-checked.

4. Equipment

- You are expected to treat all equipment with due care and report all breakages or breakdowns to the Manager/Supervisor.

5. Environmental Awareness

- All staff are expected to observe The Rothschild Foundations policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.
- Have a basic knowledge about Waddesdon Manor different areas of interest e.g. the aviary, daffodil valley, tulip patch. To have an understanding of Waddesdon and its History.

6. Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance. There will be a deposit on all uniforms provided this will be returned at the end of your contract, this will also be taken from your first pay check.
- You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of Waddesdon Manor, the Grounds, and the Five Arrows Hotel, Private Events is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Disciplinary Procedures, etc.

This list is not exhaustive and additional duties may be required by the management team.

Skills and Experience

Essential

- Excellent customer service and confident people skills
- Ability to holistically increase sales by engaging with customers
- High visual standards and attention to detail
- Demonstrate a willingness to learn new skills
- Shown to be flexible when required

- Good levels of numeracy
- Good communication skills, both written and verbal
- Capable of multi-tasking and prioritising
- Interest in developing product knowledge
- Understand how working as part of a team is the most effective way of succeeding and developing within this role

Desirable

- Awareness of Health & Safety and Food Hygiene requirements
- Previous experience of working in a similar role in either a café or restaurant environment
- Barista training

Terms & Conditions:

Contract Type: Seasonal casual

Salary: Competitive hourly rate plus a share of the discretionary service charge. Dependent on age and experience.

Hours: A maximum of 42 hours per week on a Wednesday to Sunday rota, including Public Holidays (excluding Christmas Day and Boxing Day) and the occasional shift outside of the normal rota, as required by the business. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work. Hours of work to suit the needs of the business (exclusive of breaks).

Annual Leave: your statutory annual leave entitlement is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will be pro-rat'ed based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).

Benefits: 20 % staff discounts in our on-site Restaurant and Shops, 10% on wine
Matched company pension scheme up to 10% of salary
Beautiful location working within the charity and heritage sector
Free parking

Application Process

- Send CV and Covering Letter to application@waddesdon.org.uk
- Closing Date: 24 July 2021
- Interview Dates: 29 & 30 July 2021