



JOB DESCRIPTION

Front of House Team Member – (casual)

Venue:	The Plough
Department:	Front of House
Reporting to:	General Manager
Job Objective:	To work alongside the team in delivering great customer service and to ensure customers have an excellent experience. Ensure tasks and customers are served efficiently to ensure a smooth service. Have a pro-active approach to all tasks.

The Plough, The Copper Horse Restaurant & Cottages, The Mayfield and The Yew Tree Café & Bistro, all situated just outside Scarborough, are four family owned restaurants/pubs with accommodation which make up The HQ Collection. The Collection is part of the Yorkshire based QDOS Entertainment, owned by husband and wife entrepreneurs Nick & Sandra Thomas who live in Scarborough.

The HQ Collection is a division of HQ Theatres & Hospitality, the UK's second largest venue operator, which operates 12 theatres and concert halls and is renowned for its unique specialism of combining first class hospitality provision with its vibrant and diverse entertainment programmes.

The Plough, The Copper Horse Restaurant & Cottages, The Mayfield & The Yew Tree Café & Bistro carry the distinctive HQ Collection trademark of:

Award winning dining.....each one offers a varied and individually styled menu. Delicious food is created and produced by teams of top chefs, who use only the finest, high quality, local and regional produce. With their welcoming atmosphere, comfortable and relaxed ambience they attract a steady stream of local clientele, as well as many visitors. Each bar stocks a superb selection of quality and contemporary wines, an extensive selection of craft ales, along with a great choice of beers and lagers.

Elegant accommodation..... all the accommodation is designed to make the guest feel pampered and cossetted, from luxurious rooms at The Plough and The Mayfield to the seven self-catering Copper Horse Cottages. All of the accommodation has been designed in boutique style using quality fabrics and furnishing to provide exceptional contemporary five star accommodations.

A warm welcome..... a first class team of staff take enormous pride in extending the warm Yorkshire welcome to locals, visitors and guests alike.



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Key Accountabilities

1. Demonstrate excellent customer service.
2. Ensure all customers are treated and served with professionalism and courtesy.
3. Deliver drinks to the specific requirement of the customer and law.
4. Be vigilant with challenge 21 and asking for ID.
5. Care taken when handling money, ensuring the correct amount is charged and change is returned to the customer.
6. Dealing with customer complaints in a professional manner.
7. Carry out “silent service” such as re-stocking/ stock rotation, clean glasses’ shelves, the bar and restaurant tables tables.
8. Basic Health and Safety is followed at all times.
9. To help drive sales through upselling when taking food & drink orders.
10. To work within all company rules and achieve at all time the standard required.
11. To carry out all reasonable requests by the Management team.
12. Must be 16 and over, experience preferred.

This job description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular from time to time you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.