

Employment Vacancy

Name of Club:- ALC Ref No:- Job title:- Full/part time:- Location:- Duration:-

Brief Job Description:-

Hours/week:- **Basic scope and purpose:**

To support the Dining Room Manager in providing efficient and attentive service to the Members and Cardholders on the No.27, ensuring the highest standards are maintained in the dining room.

Wage/Salary:- **Main responsibilities:**

- To lead the training and development of the Waiting Staff team on an on-going basis
- To charm the Members is important for this position.
- To maintain and improve levels of service to the Members.
- To support the Dining Room Manager in running the department.
- To deputize for the Dining Room Manager in his/her absence.

Hours of work:

As confirmed in your offer letter and employment agreement, your contracted hours of work are 40 hours per week (exclusive of meal breaks). You will work from Monday to Friday but may be required to work weekends (occasional Saturdays). Your daily starting and finishing times are according to the published rota. The Club reserves the right to vary these hours and start and/or finish times according to business requirements.

Anticipated hours (dependent upon business needs):

- Monday to Friday (some Saturday events)
- Split shifts Lunch & Dinner (approximately: 10.30am-3pm; 6.30-11pm)

General duties:

- To monitor and maintain the highest possible standards of service in all areas of No.27, with particular emphasis on the dining room.
- To supervise all Waiting staff in No.27, and to organize their day-to-day duties.
- To ensure the correct Opening and Closing

procedures are adhered to.

- To ensure that tables are correctly laid for lunch and dinner and flowers are fresh.
- To take Members' orders and be fully knowledgeable of the menu and its contents, making recommendations and suggestions if necessary.
- To brief the Restaurant Staff on the menu, which is changed on a weekly basis, and ensure that they are fully aware of all dishes.
- To ensure dishes are correctly served, either plated or silver served, and that staff are fully aware of how all dishes should be served.
- To ensure that restaurant staff clear tables quickly and that Members are not kept waiting for their orders.
- To ensure that Restaurant and tables are thoroughly cleared by the end of the evening ready for breakfast the following morning and to lock away all silverware and lock doors, accordingly, advising the Night Hall Porter.
- To assist in the preparation of Members' bills, putting orders through the EPOS system and ensuring correct charges are made to Members.
- To ensure that the Tea Trolley is left ready prepared for the self-service offered to Members during the afternoon.

Private Dining and Events:

- Private dining – to ensure parties are planned for ahead of time, including staffing, beverage ordering, linen etc.
- Billing – to help keep an accurate account of wine consumption and food ordered for larger parties for invoices to be sent as required. All billing should be in accordance with what was agreed at the Ops Meeting the previous Thursday.
- Exhibitions and Theatre Trips – to assist in the planning of these events, ensuring they run smoothly according to the Club's format.
- Masterclasses – to assist in the delivery of our masterclasses, in accordance with the Chef's requirements.

Human Resources:

- Training – to ensure all staff are trained on an on-going basis. To also ensure staff are developed to further their knowledge and skills.
- Discipline – to follow the Club Policy relating to the Disciplinary and Grievance Procedures.

Other Duties:

- Reservations – to take bookings from Members as and when required and note these down in the No.27 electronic diary.
- Complaint handling – to deal with any Member’s complaints in a polite and professional manner and bring to the attention of the Restaurant Manager any discrepancies/problems that have occurred, and which could result in a Member’s complaint being received.
- Linen – to liaise with Housekeeping regarding linen requirements, changing top tablecloth daily and white underneath tablecloth as necessary.
- Maintenance – to liaise with the maintenance team regarding any problems within the No.27 (i.e., carpet spotting, light bulbs needing to be replaced, chairs requiring fixing, etc.)

Health & Safety and Personal Hygiene:

- Cleanliness – to ensure the highest level of cleaning standards in the Dining Room and Bar. And to ensure that weekly cleaning schedules are completed and adhered to.
- Allergens – to ensure that all staff are aware of food allergens and what action to take when guests have dietary requirements
- Fire - to be fully conversant with the Club’s fire procedures, health and safety policy procedures and staff handbook.
- Uniform - to wear a clean uniform and be of a smart and tidy appearance. This includes being clean-shaven and having smart and tidy hair. To also ensure that all staff comply in the same way.

Other requirements:

- To comply with any reasonable request made by Management.
- To add to the Guest History folder on a regular basis and build up a database of Members’ likes and dislikes.

***All applicants must be eligible to work in the UK**

Contact Name:-

Telephone No.

Email:-