

JOB DESCRIPTION

JOB TITLE: Food & Beverage Assistant

REPORTING TO: Front of House Manager / Assistant Manager

EMPLOYER Windlesham Golf Management Limited manages the Windlesham facilities

PROFILE: on behalf of the club and its members. It is a limited company with a board of

directors. It employs a team of golf specialists who aim to meet the requirements

of its members, both on the golf course and in the Clubhouse.

JOB TYPE: Part-Time, Casual

LOCATION: Windlesham Golf Club, Bagshot, Surrey, GU19 5HY

PURPOSE: We are looking for an outgoing, enthusiastic, and self-motivated individuals to

work in our Front of House and functions to help deliver the best possible service

for our members and guests.

A successful candidate will be expected to give excellent levels of service to all customers with whom you are in contact and to assist the management to ensure a professional, consistent service in line with brand, menu and legal

standards/specification.

JOB CONTENT: Be hospitable, co-operative, and polite with any customers and fellow

floor/kitchen team members at all times.

Make sure that all customers are greeted and receive friendly, professional, and

efficient service.

To assist the management in the implementing and upholding service standards

and procedures.

Take and serve food/drinks orders and up-sell any additional products, making

recommendations or share additional information upon request.

Arrange table settings and maintain tables clean and tidy.

Check products for quality and correct any problems that keep them from enjoying

their meal/drink.

Assist your colleagues, when and wherever possible, thereby promoting excellent

teamwork.

Follow all relevant health department rules/regulations and all customer service

guidelines.

DESIRED Proven work experience as a waiter or waitress (favourable, but not

ATTRIBUTES: necessary).

Ability to develop constructive working and interpersonal relationships with

colleagues and customers.

Service orientation and excellent organisational skills.

Hands on experience with cash register and any ordering information system.

Active listening and effective communication competencies.