

**GOODWOOD**

**The Role**

The **Front of House Assistant** will be part of the Bar & Grill team and report to the Bar & Grill Restaurant Manager.

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

To offer all customers a personal, friendly and efficient service on very visit to the Bar & Grill.

**Key responsibilities**

* To ensure all guests are greeted and served in a prompt and personal way
* To ensure every guest has a fantastically positive service experience
* Ensure that you have a good product knowledge on all items on the menu
* At the end of each shift, to ensure all back and front of house areas are clean and tidy
* Be fully conversant with the Weights & Measure Act 1963 and any recent updates
* To be aware of and responsible for Health and Safety, reporting any maintenance issues to relevant department managers and ensure that line managers are kept completely up to date with progress on outstanding actions
* To carry out any other reasonable requests made by the Manager and Supervisor
* To contribute ideas which will enhance the guest experience

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* You need to be a people person with a passion for creating amazing customer experiences
* Experience of working in a customer facing role, ideally within the hospitality industry
* Be a team player and be prepared to get stuck in as required