A black text on a white background

Description automatically generated

JOB DESCRIPTION

Job Title: **Front of House Assistant**

Reporting to: Restaurant Manager, Goodwood Art Foundation

**Background**

The Goodwood Art Foundation is a brand-new not-for-profit Community Interest Company located on the Goodwood Estate. Spearheaded by The Duke of Richmond, this world class contemporary art foundation has been formed to promote three pillars of Art, Environment and Education.

Our purpose is to benefit adults, young people, and children through providing access to important works of contemporary art set within a stunning natural environment that has been carefully designed to promote nature and encourage biodiversity. A comprehensive education programme is linked to both the artistic and environmental elements of the programme and will target those schools and pupils in most need of support.

Working with leading figures in the curation of contemporary art, award winning landscape design and leading education programme, we have created something truly unique with a global focus.

**Key Responsibilities**

* To ensure all guests are greeted and served promptly
* 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 build and maintain good relationships with all customers and handle complaints, requests and enquiries on food, beverage and service correctly and courteously.
* 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 undertake any other duties as requested to fulfil the needs of the business
* Required to complete relevant training on the e-learning system.

**Qualities:**

* 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 excellent customer service skills
* Experience of working in a customer facing role, ideally within the hospitality industry