

MGC JOB DESCRIPTION

Job Title	Front of House Assistant
Section	Front of House
Reports to	Front of House Supervisor
Directly supervises	n/a
Indirectly supervises	n/a
Location	New Course and Old Course when needed
Salary	Up to £10.42 (age dependant)
Hours of work	Various
Created (date)	February 2024

Main Purpose of Job

Minchinhampton Golf Club has over 130 years of history and three outstanding golf courses. It has an excellent reputation not only for its courses, but also for its food, customer service and attention to detail for Members and Visitors.

A key requirement is interaction with the Members and Visitors to the Club, whilst ensuring that high standards of customer service are constantly delivered in line with the MGC Customer Service Charter.

Key Responsibilities

- Carry out all duty's requisite to the daily running of the Bar and Front of House areas including cellar work (this may include, keg/barrel changing, BIB changeover, line cleaning, accepting, and putting away of stock, stock rotation etc depending on training)
- Interact with the Members and Visitors to the Club and ensuring that high standards of customer service are constantly maintained.
- Ensure that all faults or breakages are reported correctly to your line manager.
- Complete the daily and weekly recording of our set procedures, including cellar records, cleaning checklists etc.
- Assist Front of House Supervisors to ensure that appropriate stock is ordered through the New Course or nominated suppliers, all stock to be verified with a signature.
- When required reconcile the till at the end of each day and, ensure the safe keeping of any monies left on the premises.
- Be responsible for security of the Clubhouse, in respect of yours and Member safety.
- Ensure all Health & Safety and Fire legislation is always adhered to.
- Remain flexible in your approach to working and assisting in other areas as and when needed.
- Assisting with the food service operation directed by your line manager.
- Ensure that all bar equipment is used appropriately and maintained to the highest standard.
- Ensure the Barista and Rijo coffee machines are used appropriately and maintained in line with the manufacturer's instructions.
- Deal with the Membership/Suppliers/Staff Members in a professional and courteous manner always.
- Regular training will be required using the Citation Platform to be completed within a reasonable time frame.

General Duties

- Ensure that the bar is ready for service at start of day (fruit, ice, nozzles, bar mats, glass washer). A check list of procedures can be found in the training folder.
- If required set up food service area ready for service. (Depending on the time of year and function) This also includes cakes on the bar.
- The correct service of drinks and food items to be carried out in an efficient and courteous manner.
- The correct use and procedure of the computerised till
- Maintain a high standard of cleanliness in the bar and club rooms and comply with the Environmental Health Regulations at all times. Incorporating equipment, storerooms, corridors, office, main kitchen, refuse area and any other Catering related areas.
- Keep all front of house areas clean and tidy at all times, including the bar tops front and back and prompt clearance of tables.
- Empty plates and glasses should be cleared away when finished with and not left until the table has been vacated by the customer/member. When tables have been vacated and cleared, they should be wiped with a clean cloth and bacterial cleaner and left tidy with Salts and peppers and table talkers left.
- The proper disposal of waste bottles and rubbish
- The correct use of the glass washer or manual glass washing with the appropriate use of detergents.
- Refer to the daily, weekly, and monthly cleaning rotas. These jobs should be completed and signed off on the signing off sheet.
- Using the Barista machine, provide drinks as required.
- Check the Rijo coffee machine periodically and supplies of milk and sugar are readily available.
- Ensure the overall cleanliness of both coffee machines is maintained during the day, and conduct the end of day and weekly cleans as instructed.
- If required, the setting of the dining room/restaurant/clubrooms and bar area for events etc. to meet the requirements.
- Efficient end of day/shift clear down

This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve as the development expands and other duties may be required to meet the on-going needs of the company.

Requirements for the Role

- The ideal candidate will have similar experience within the hospitality industry.
- Immaculate personal presentation and excellent interpersonal skills.
- Passion for delivering exceptional customer service.
- Meticulous eye for detail and exceptional organisation skills.
- Excellent communication and interpersonal skills with a confident and outgoing personality and an ability to interact with people at all levels.
- Ability to multitask and work in a busy, fast paced and dynamic environment.
- Ability to take initiative and a practical approach to problem solving.
- Positive and flexible approach to work (weekend, evening and night-time work will be required).
- Passionate about customer service and the food and drinks industry.
- Training will be provided to the successful candidate.