



Job Description

Creating smiles through Food, Farming and Family

PASSIONATE



PEOPLE FOCUSED



AMBITIOUS



HONEST



Job Title: Front of House and Events Manager
Hours: Zero hour, including weekends
Reports to: Owner
Date: October 2024

Role purpose:

- To deliver a first class customer experience so that customers leave with a smile and plan to return soon.
- To maximise sales of products through providing an effective, efficient & friendly service to customers, including taking payments and using the till and card machine.
- To comply with the daily routine of the FOH area, maintaining high standards of cleanliness, hygiene and health and safety.
- To work as a member of the team, supporting and helping others who are working alongside you

You will be responsible for:

- Helping to complete the open and close checklists, general daily cleaning and deep cleaning
- Greet customers, welcome them to The Goat Shed and show them to a table
- Serve customers at the tills and tables in a positive, friendly manner and with competence
- Communicating with customers about how the ordering process will work and what they can expect
- Managing customer expectations regarding wait times
- Taking, processing and delivering food and drink orders, portioning and serving correctly
- Cleaning and clearing tables promptly and efficiently
- Ensuring all work areas are kept clean and tidy
- Encourage customers to sign up to The Goat Shed's loyalty scheme
- Deal with customer enquiries face to face, by telephone and email, quickly and efficiently, to ensure first class customer relations and that customers are kept up-to-date on the progress of their order/query
- Escalate any customer complaints or concerns to the Manager
- Recognise and respond to sales opportunities to maximise promotional activities for the company's range of products through cross selling and up selling, advising customers of other products available
- To arrange fresh products on the display area ensuring an attractive display is maintained to catch the customer's eye
- To serve hot drinks using a barista coffee machine as per customer's requirements and to the correct standard
- Maintain the stock rotation system, date checking and stock levels

GOATSHED



- To ensure prices are clearly displayed for all products
- To comply with all relevant Health and Safety, HACCP, COSHH and Food Safety legislation and take responsibility for your own health & safety
- To maintain & keep records including daily temperature checks of all display counters, fridges & freezers
- To keep yourself clean, tidy & presentable throughout the day
- Keep the Front of House area clean & tidy at all times, dealing with any spillages or breakages safely and efficiently
- Ensure data protection is observed in relation to customer details and payment information
- Maintain a detailed knowledge of The Goat Shed's list of products and sales & marketing activities, in order to provide a first class information service to customers
- Provide regular customer feedback to Managers relating to trends and issues
- Occasionally help out in other areas of the farm & farm shop business

What you will need to know, knowledge, Skills, Qualifications and Experience:

Essential / Desirable

- | | |
|--|---|
| • Experience of a fast paced hospitality environment, including customer interaction | D |
| • Able to ensure excellent health & safety and food hygiene practices | E |
| • Level 2 Food Hygiene certificate | D |
| • Excellent customer services skills | E |
| • Excellent communication skills | E |
| • Professional telephone manner | E |
| • IT literate | D |

What we need from you:

Essential / Desirable

- | | |
|---|---|
| • Ability to both manage a team and work as part of a wider team | E |
| • Personable, friendly and welcoming | E |
| • Passionate about customer service and solution-oriented, willing to go above and beyond for customers | E |
| • Self-motivated and adaptable | E |
| • Problem solver, able to think on your feet | E |
| • Flexible, adaptable, can-do attitude | E |
| • Interested in learning new skills and continuous improvement | E |
| • Trustworthy | E |
| • Working within The Goat Shed's Values, Procedures & Policies | E |

Other

The above are the principle tasks and responsibilities of the post at the present time. However, this is not an exhaustive list and other duties may be required now or at a future date in order to comply with the operational demands of the business. In addition, it is expected that the job holder will undertake any reasonable additional tasks within the scope of the post as requested by their Manager.





Job Description Agreement

Team Member name:

Team Member signature:

Date:

Manager signature:

Date:

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