|  |  |
| --- | --- |
| **Job Title:** | Serving Assistant  |
| **Reports To:** |  Head Chef/Dining Room Coordinator  |

|  |  |
| --- | --- |
| **Job Summary:** | To serve meals to our residents following The Hawthorns procedures in a courteous, friendly and efficient manner. |

|  |
| --- |
| **Role Responsibilities:** |
| * Check the food and beverage area for meal requirements and re-stock when required.
* Greet each table and serve the beverages and food by tray service.
* Assisting in storing any perishable items.
* Review the menu of the served meal and take residents' orders.
* Serve meals to each Resident’s table following The Hawthorns procedures.
* Clear dishes from tables.
* Clear, wash and reset tables and chairs.
* Always be courteous to all residents.
* Adhere to The Hawthorns sanitation & safety procedures and personal hygiene policy.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

|  |
| --- |
| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Demonstratable experience in a Hotel, Rest Home or full-service Restaurant. | E | Application Form/CV/interview |
| Experience at waiting on tables is preferable | E | Application Form/CV/interview |
| **Knowledge/Skills & Abilities** |  |  |
| Punctual, reliable and pay attention to detail. | E | Application Form/CV/interview |
| Enthusiastic, passionate about customer service, helpful and hands-on attitude. | E | Application Form/CV/interview |
| Ability to work as an individual and part of a team, and to build strong working relationships. | E | Application Form/CV/interview |
| Constantly maintaining and expressing a positive and professional image and attitude. | E | Application Form/CV/interview |
| Ability to resolve complaints effectively and perform well in the role. | E | Application Form/CV/interview |
|  |
| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
 |

|  |
| --- |
| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |