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

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

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| **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.** |

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| **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 |
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| Values – I am fully committed to being:   * Caring * Supportive * Honest * Respectful * Accountable | | |

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