

**GOODWOOD**

**The Role**

The **Front of House Assistant** will be part of the Goodwood Hotel.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To offer all customers a personal, friendly and efficient service to the hotel F&B Outlets on every visit.

**Key responsibilities**

* To ensure all guests are greeted and served promptly
* Ensure that you have a good product knowledge on all items on the menu
* 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 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
* Carry out any other reasonable requests made by the Manager and Supervisor

**Qualities you will possess**

* 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
* A good standard of education is required along with fluency in spoken and written English
* Experience of working in a customer facing role, ideally within the hospitality industry

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |