

# THE TETLEY

## Front of House

Hourly rate at National Living Wage (currently £8.91) + Service charges  
20-40 hours per week available

### Job Purpose:

As a member of the Front of House team you are the face of The Tetley and must represent the organisation positively and professionally at all times. You are responsible delivering excellent customer service, ensuring that cash handling is conducted correctly throughout the day, maintaining high standards on both the bar and the floor and contributing to exceeding daily targets. You will exemplify The Tetley's values and standards and work as part of a welcoming, friendly team.

### Role & Responsibilities

- Be an ambassador for The Tetley, whether inside or outside of work. Adhere to all The Tetley policies and procedures.
- Turn up, fit to work and ready to be on the floor for your shift start.
- Always acknowledge guests immediately with a friendly and professional attitude
- Be well-informed about events, products, menu and the general operation of The Tetley in order to satisfy the customer's needs and enhance their experience
- Follow all The Tetley's standard operating procedures.
- Help to maintain standards throughout, from personal & environmental hygiene, house standards, serving of food and beverage items
- Be in control of your environment - lighting, music, volume, temperature.
- Understand targets for bar and kitchen and how you can affect them.
- Keep all working areas, and staff/changing rooms clean and tidy.
- Attend team meetings and training sessions booked in by your Manager
- Record all payments accurately and report all till errors
- Ensure that all tabs are correctly recorded and reported to the Duty Manager at the end of your shift
- Communicate well with the kitchen team, FOH and mgmt team.
- Record any feedback from customers, positive or negative, subjective or objective
- Sign up to and utilise company system including When I Work and Breathe HR
- Training sessions and team meetings, including exhibition walk throughs, are to be treated the same as a shift
- Inform the Duty Manager when leaving your post and only take breaks when agreed.
- Read the guidelines and induction material you are given, exemplify The Tetley's values and commitment to excellence at all times
- Have strong knowledge of your product and brand

### Person Specification

- Ability to communicate clearly and work well within a team
- To complete all relevant extra duties to a high standard
- Excellent attention to customer care and the ability to continue these standards across the team
- Able to work around flexible shift patterns
- A strong sense of personal initiative and high level of personal accountability
- A strong sense of customer service and what it requires
- The willingness to go the extra mile