



# FELDON VALLEY

## Job Description

**Job Title:** Waiting Staff

**Reporting to:** Bar & Restaurant Manager

**Job Purpose:** To provide a first-class experience to members and guests by delivering excellent customer service in line with Feldon Valley's values of professionalism, integrity and team work. Sharing with customers your knowledge and love of our food including our local and homegrown produce.

Having the energy and confidence to converse with customers whilst working in a fast-paced environment to ensure the customers' needs are met without exception.

## **Who are We?**

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Feldon Valley, a North Cotswolds destination with outstanding views of the glorious Cotswolds; and his passion to constantly improve both the Golf Course and Clubhouse has been undeterred. Thariq's vision has been made possible with the expertise of 360 Golf, a golf management company specialising in the redevelopment of Golf destinations.

In 2017, a multimillion pound redevelopment of the site commenced allowing Feldon Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and now, for Spring 2018, Feldon Valley boasts a new Contemporary Cotswolds Clubhouse, restaurant & bar, alongside 5 lodges, under the new management of the General Manager who brings a wealth of experience and expertise in this field. With the investment and loyal, hard-working team hand-picked to join us on this new journey, Feldon Valley will become not just a Cotswolds destination but an unrivalled Cotswolds experience.

## **The Role & Responsibilities**

- To share and deliver an amazing food experience to our customers.
- Understand the menu and be up to date regarding any changes. Its very important to understand the food and impacts on preference and dietary requirements.
- Understand how the wine list compliments the food and be able to make recommendations when asked.
- Ensuring the tables are presented perfectly at all times with glass and cutlery polished prior to use.
- Ensure waiter stations are stocked at all times. These must be checked before and at the end of each shift. Waiter stations must be well presented and tidy at all times.
- Maintain good standards of cleanliness throughout the clubhouse, working in line with health and safety requirements and taking responsibility to raise any concerns.
- Champion the Ecology Island concept and be proud of what we produce.
- To be attentive to customers' requirements and needs.
- Accurately handle cash and use IT till systems without concern.
- Learning about our local suppliers and homegrown produce.
- To be presentable, polite and approachable at all times.
- To be comfortable with shift working including weekend and evening work.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- Always consider the environment and community with every decision made.

## **Key skills & Requirements:**

- A good standard of spoken English.
- A willingness to learn and develop but not be afraid to ask for help when needed.
- Previous experience within a restaurant environment.
- To work on own initiative.
- Ability to problem solve.
- Calm and collected when in a busy environment.
- Interpersonal skills.
- Team player – this is essential for Feldon Valley.
- Honesty.
- Adaptable – there are times where the role may require you to carry out tasks outside of a waitress/waiter role.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A good level of fitness – you will be on your feet for long periods of time.
- A right to work in the UK.
- Willing to undertake DBS checks if required.

**Reward:**

We understand that passion and commitment works both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- Use of the Golf Course (restrictions apply)
- A day off if your Birthday falls on a working day
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme

**Signed by Employee:**

Print Name:

Date:

**Signed on behalf of Feldon Valley:**

Print Name:

Date: