



Casual Bar & Restaurant Team Member

Job Description
Person Specification

July 2021

Wycombe Swan is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

Employment type:	Casual
Salary:	You will only be paid for the hours that you work. The Company will pay you £8.91 per hour (gross).
Hours:	As required. Working hours will include evenings, weekends and Bank Holidays.
Work location:	You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
Purpose of the role:	As a member of the Hospitality department, uphold the conditions of the Theatre Licenses and assist in delivering an efficient conference, banqueting, bars and restaurant operation, ensuring set standards are achieved and maintained.
Our ideal candidate:	Our ideal candidate will be able to work a variety of shifts and be flexible in their working patterns, have good customer service skills and a sense of humour. Previous experience is preferred but not essential as training will be provided.
Closing date:	Ongoing. Venue reopening training sessions will be on the 12 th and 13 th August 2021.
How to apply:	Send your CV and a covering letter to admin@wycombeswan.co.uk with the subject title 'Bars & Restaurant. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

The post holder reports to the Hospitality Manager, Duty Manager and Team Leaders on Shift.

KEY ACCOUNTABILITIES

Strategic

- Play a key role in ensuring that the venue is a welcoming environment, offering outstanding service and safety to all customers, visitors and staff across all events and spaces.
- To assist in protecting and safeguarding the buildings and their contents from possible theft, damage and abuse by carrying out assigned duties as directed and abiding by policies and procedures issued

Operations

- Serve all alcohol, beverage and food products in line with set policies and procedures.
- Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
- Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
- This role will include carrying of plates, food, drinks and equipment

Health & Safety

- Assist with emergency evacuations
- Keep the front of house area clean and tidy.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- To follow the company's Food Safety Management System where appropriate to the assigned duties

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- At all times, act as an ambassador for the venue and HQT&H.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need demonstrate:

Experience

- Proven experience of successfully delivering a high standard of customer service within a quality hospitality operation.
- Cash handling and cash reconciliation experience.

Skills

- The ability to communicate professionally, clearly and effectively with colleagues and members of the public
- Able to work efficiently as part of a team.
- The ability to work calmly and effectively in a pressurised and multi-tasking work environment.
- Able to follow instructions and carry out delegated tasks accurately, effectively and within given time frames

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- A desire to undertake training, learning and development relevant to the job role.

Desirable

- Demonstrable enthusiasm for live theatre and entertainment and for the provision of excellent service.
- Previous hands-on bar and waiting experience within a busy hospitality service environment.