



Job Description

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| Job Title: | Events Assistant |
| Accountable To: | Events Manager |
| Location: | Moddershall Oaks Country Spa Retreat |

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are **Ambitious**
We are focussed on personal and business success
- We are **Caring**
We genuinely care about our guests and our colleagues
- We are **Creative**
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are **Enthusiastic**
We are motivated to develop our skills and do our best for guests every day
- We are **Loyal**
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Ensure that guests are provided with drinks and food when requested and offered these when appropriate in order to maximise sales. Provide a high quality service at all times whilst preserving a level of guest privacy. Complete all cleaning and preparation to ensure a smooth service at all times. Assist in the set-up, operation and close down of Venue events.



Principal Accountabilities

Provide an excellent service to guests within the Venue including:

1. Prepare and carry out food and beverages to guests in a courteous and efficient manner, including offering table service to guests. Regularly checking the floor, lounge and garden/courtyard areas.
2. Assist in the preparation of mise en place for service as required, in accordance with the required standards.
3. Assist in preparing and clearing function rooms based on individual event specifications.
4. Provide a polite and efficient bar and drinks service.
5. Keep back of house, function rooms, lounge area and gardens tidy at all times and to regularly clean all associated equipment.
6. Mix ingredients to prepare cocktails and other drinks, washing utensils after each use.
7. Pour all drinks to the recommended legal standard (correct measure) in the appropriate glassware.
8. Check identification of customers to make sure they meet age requirements for purchase of alcohol.
9. Clean up function room, lounge and garden tables after customers and clean with appropriate chemicals.
10. Monitor stock levels and notify an Event Manager if a particular item of stock is running low.
11. Attend training sessions and courses and to assist with the 'on-the-job' training of new staff, as required.
12. Handle minor complaints in a professional and courteous manner, providing appropriate solutions and keeping Event Managers aware of all complaints.
13. Display professional salesmanship and positive sales techniques.
14. Read all relevant company literature, notices and other correspondence and to regularly observe site and departmental correspondence.
15. Uphold good housekeeping practices, ensuring a safe, clean, tidy and pleasant working environment.
16. Ensure the proper care and security of guest items, hotel equipment, stock, furniture and fixtures, reporting malfunction or theft to the Event Managers.
17. Assist in keeping operating costs to a minimum by efficient and responsible use of resources such as electricity, water, linen, stationery, cleaning materials, china, glassware, silver and other equipment.
18. Comply with all company and statutory requirements including health and safety, hygiene, fire prevention, etc.



General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Signed:

Date:



Person Specification

| Job Title: Events Assistant | | |
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| Criteria | Essential or Desirable | Method of Identification |
| Qualifications | | |
| Food hygiene certificate | Desirable | Application |
| Health and safety awareness | Desirable | Application |
| Events/catering/hospitality qualification | Desirable | Application |
| Proven Experience | | |
| Experience within a similar environment | Essential | Application |
| Experience of providing a high standard of service to guests, ideally in a hospitality setting | Essential | Application/interview |
| Experience of guest care, taking and delivering accurate food and beverage orders | Essential | Application/interview |
| Knowledge, Skills and Abilities | | |
| Outstanding customer service skills | Essential | Interview |
| Some knowledge of sales and marketing techniques | Essential | Interview |
| Knowledge of health and safety requirements | Essential | Interview |
| Able to work as a motivated team member | Essential | Interview |
| Time management, able to achieve deadlines | Essential | Interview |
| Excellent verbal communication skills | Essential | Interview |
| Able to work on own initiative | Essential | Interview |
| Displays a caring and welcoming approach to guests | Essential | Interview |



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| Willing to go the extra mile to make Moddershall Oaks a special place to be for guests | Essential | Interview |
| Other Attributes | | |
| Able to work effectively within Moddershall Oaks core values framework | Essential | Interview |
| Able to work late nights, weekends and bank holidays | Essential | Interview |
| Able to organise own transport to and from work | Essential | Interview |