



CHELMSFORD CITY RACECOURSE

JOB DESCRIPTION

JOB TITLE:	Hospitality Server	DEPARTMENT:	Catering
REPORTING TO:	Head of Catering	LOCATION:	Chelmsford City Racecourse

JOB SUMMARY

Chelmsford City Racecourse are looking for casual staff to work in the Catering Department. As a member of the Catering Team, you will be responsible for greeting guests, taking orders and serving food and beverages to guests in one of our restaurants. We are looking for someone who will have the patience, personality and perseverance to thrive in this role. Explore opportunities within our hospitality team as a waiter/waitress, bartender, runner, kitchen porter.

KEY ACCOUNTABILITIES

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests

PERSON SPECIFICATION

EXPERIENCE/SKILLS



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- Experience of working within a team
- Excellent customer service skills
- High level of personal integrity
- Excellent verbal communication skills
- Must have the physical abilities to carry out the functions of the job description
- Endurance to stand and walk for long hours
- Excellent coordination skills.

PERSONAL CHARACTERISTICS

- High Energy
- Positive Attitude
- Adaptability
- Commitment to always produce good working standards
- Polite and courteous at all times
- Good standards of communication and personal appearance

TRAINING AND DEVELOPMENT

Full training will be given to the post holder to help them fulfil their duties. Great Leighs Estates Limited is committed to promoting an environment of training, learning and continuous professional development for all employees. We recognise that this is essential to providing a high-quality service which meets the needs and expectations of our clients, stakeholders and staff alike.

HEALTH AND SAFETY

As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation.

DATA PROTECTION

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description.

Name of Post holder



CHELMSFORD CITY
RACECOURSE

Signature

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Date

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