

## ROLE PROFILE

<b>Restaurant Team Member</b>	
Reporting to:	Restaurant Manager
Role purpose:  To deliver the best possible dining experience in a fun, safe and professional way	
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Greet owners and holidaymakers warmly and allocate tables, consistent with party size</li> <li>• Take orders in a timely manner and make recommendations that meet the needs of the owner or holidaymaker</li> <li>• Deliver food and drinks to the table in a friendly way</li> <li>• Demonstrate excellent knowledge of the products</li> <li>• Look for opportunities for incremental sales (upselling)</li> <li>• Ensure all public areas are clean and safe</li> <li>• Work as part of a team to create seamless service</li> <li>• Checks for allergies and advises on suitable products</li> <li>• Resolve any complaints in a polite, empathetic and calm manner, ensuring owners and holidaymakers are delighted at the outcome</li> </ul>	

<b>Progression in role:</b>  <b>Entry</b> <ul style="list-style-type: none"> <li>• Good spoken and written English</li> <li>• Personable</li> <li>• Strong interpersonal skills</li> <li>• Customer service experience</li> <li>• Able to work weekends and unsociable hours</li> <li>• Computer literate</li> </ul>	<b>Training for role</b>  Company orientation and induction General health and safety Fire safety Food hygiene level 2 GDPR Food allergens Sample all dishes on menu Selected S.E.T. modules
<b>Competent – three months</b> <ul style="list-style-type: none"> <li>• Takes orders and sees full service through</li> <li>• Works well with the team</li> <li>• Has extensive knowledge of the park and its services</li> <li>• Presents a positive and friendly welcome to owners and holidaymakers at all times</li> <li>• Takes full ownership and works with guests to resolve complaints without resorting to involving manager most of the time</li> <li>• Actively promotes products and incremental sales</li> </ul>	Diversity and Inclusion Selected S.E.T. modules

<ul style="list-style-type: none"> <li>Organised and calm during busy service times</li> </ul>	
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>Is able to assist challenging, confrontational guests</li> <li>Puts self forward for further training and development</li> </ul>	<p>Handling confrontation Selected S.E.T. modules</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>Actively trains and coaches new team members</li> <li>Suggests practical improvements to workings or department or service</li> </ul>	
<p><b>Key measures</b></p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Food and beverage sales Complaint ratio</p>	