



Job Specification - Restaurant & Housekeeping Team

Role:

Reporting to the Housekeeping Supervisor and Restaurant Supervisor/Manager you will be working in both our fine dining restaurant and in maintaining our five star standards, in the public areas and the rooms of the hotel.

Restaurant Responsibilities:

- To maintain at all times a professional approach so that the Restaurant's high standards of service and customer care are met, in accordance with policies and procedures laid down by Ferme De Montagne
- To maintain the high level of customer service and satisfaction within a five star establishment and make all guests at Ferme de Montagne feel very welcome
- To work closely with the other members of the team to ensure the property runs smoothly
- To actively seek to learn and deliver the service standards required for the restaurant
- Maintain the Restaurant area at a high standard with specific reference to proper cleaning procedures
- To develop an outstanding relationship with our customers and team members across all departments

Housekeeping Responsibilities:

- Undertaking Housekeeping to five star standards, as outlined in our procedures and checklists
- Ensuring you are well-trained in all aspects of housekeeping in the property
- Client welcome and reception as needed
- Other duties as requested upon requirement (afternoon tea service, driving, providing support for other team members across all departments)

Skills & Experience:

- Recent and broad hospitality industry experience essential
- Some experience of housekeeping important but not essential
- Restaurant service experience at a 4 star level important
- A passion for food and wine would be useful
- Knowledge of wine service useful
- Some bar experience and knowledge of bar set up and basic cocktail experience useful
- Current drivers licence is highly desirable
- Whilst not essential a working knowledge of French, would be useful