



FRONT OF HOUSE TEAM MEMBER (Full time & Part time roles available)

Job title: Front of House team member

Work location: PAUS. Toft road, Bourn CB23 2TT

Contract time: Full time (usually 40h weekly) Part time (usually 16h weekly)

Hourly Rate: from £11.50 per hour depending on experience (if you are under 23, National Minimum Wage according to your age applies) + Benefits & Pension scheme contributions

The role:

We are currently seeking colleagues for the Hilltop Bistro to provide friendly customers service in a unique countryside setting with pleasant atmosphere, and a sense of satisfaction and pride.

After initial trial period, the full-time position could lead to a managerial role at premium rate for the right candidate with experience in hospitality; ideally interested in bringing in inspiring ideas for enhancing our service.

Benefits:

- No late nights / No early mornings
- Regular weekends off
- Free use of the Hilltop Bathing facilities outside of working hours
- Spouse/partner/parent free use of the bathing facilities once per month
- 10% discount for friends and family on PAUS in-house offerings
- 10% discount on food at drinks at the Bistro
- One hot meal per shift on days the Bistro is open
- Private hot tub (worth £300) for up to 6 people for your birthday
- Very nice customers to look after
- Career development opportunity

Candidate requirements:

- Exceptional customer service & Caring personality
- Ability to work within a team as well as independently and on own initiative
- Good language and communication skills
- Experience of a customer-facing role ideal but not essential
- Ability to travel to the location and working Thursday to Sunday with occasional Wednesdays

Responsibilities:

- Preparing and serving hot and cold drinks
- Serving food and supporting the kitchen staff if and when required
- Following Opening & End of day procedures; keeping the workplace well maintained throughout the day
- Answering customer queries and being knowledgeable about health benefits of outdoor bathing, upcoming PAUS events, bookings and availability etc.