



Job Vacancy and Specification

JOB TITLE: Bar and Waiting Support Staff

REPORTS TO: Assistant Food and Beverage Manager

Overall aim of the role:

The Food & Beverage Support Staff at West Court Retreat plays a key role in delivering an exceptional dining experience for guests. This position supports servers and food service staff by maintaining clean, organized dining areas; assisting with table setups; ensuring prompt clearing of dishes; and offering friendly, attentive service that aligns with the retreat's hospitality standards.

What you'll do:

Key responsibilities of this role will include:

Dining Room Support

- Greet guests warmly and assist with seating when necessary.
- Prepare dining areas before service, including setting tables, stocking service stations, and ensuring cleanliness.
- Clear and reset tables efficiently throughout service.
- Support servers by delivering water, food & drink and other items as needed.
- Refill beverages and assist guests with simple requests in a timely and courteous manner.

Cleanliness & Organisation

- Maintain a clean and orderly dining environment, including floors, chairs, tables, and service areas.
- Ensure relay trays, glassware racks, and dish drop-off areas are organized and handled safely.
- Follow all sanitation, safety, and hygiene standards in compliance with health regulations.

Team Collaboration

- Work closely with servers, hosts, bar team and kitchen staff to maintain smooth service flow.
- Communicate guest needs or concerns promptly to the appropriate team members.
- Assist with closing duties: resetting dining spaces, restocking items, polishing glassware/silverware, and preparing for the next shift.

Who you'll be:

The successful applicant will be able to demonstrate:

Qualifications & experience

- Prior hospitality experience is preferred, but not essential.
- Strong attention to detail and time management skills.
- Ability to work in a fast-paced environment while maintaining composure and professionalism.
- Positive attitude, strong work ethic, and commitment to guest satisfaction.
- Availability for flexible scheduling, including evenings, weekends and holidays.