

**ROLE DESCRIPTION**

<b>Job Title:</b>	<b>General assistant</b>
<b>Number of Posts:</b>	<b>up to 12 depending on season.</b>
<b>Reports to:</b>	<b>Department Supervisor</b>
<b>Responsible for:</b>	<b>N/A</b>

**Main Purpose of Role**

To assist in the operation of the hotel and perform duties within a variety of departments as required, thus ensuring the hotel is presented to the highest standard and the customer service delivered is friendly, efficient, and professional.

**Core Responsibilities are divided into departmental roles; however General Assistants may be performing the duties of more than one departmental role on any shift.**

**Core Responsibilities: Kitchen Porter**

- Liaise with Restaurant/Bar staff and chefs regarding their cleaning requirements and prioritise the processing of certain items to aid efficiency and the smooth running of the kitchens, restaurant, and bar.
- Clean kitchens, including servery, fridges, freezers, and stores as directed.
- Clean all pots, pans and any other equipment as required and ensure they are stored correctly and neatly.
- Ensure all crockery, cutlery and glassware is washed properly, dried and stored correctly and is available as required.
- Ensure deliveries are put away in appropriate storage areas as soon as possible and in a way in which facilitates good stock control i.e. first in, first out.
- Ensure cleaning schedules are followed and completed at the end of every shift.

**Core Responsibilities: Waiter/Waitress**

- Prepare the restaurant for breakfast and dinner, and lunch as required, following instructions available in the kitchen servery ensuring:
  - Tables are set.
  - Cutlery and glasses polished.
  - Servery is clean and remains clean throughout service.
  - Bins are emptied.
  - All parts of restaurant and clean and ready for customers always.
  
- Ensure that bar is set up for service.
- Ensure daily specials are promoted liaising with the chef, as necessary.
- Liaise with Duty Manager regarding restock of all items including spirits/beers.
- Check shelf life of stock and rotate, as necessary.
- Restock fridges to ensure stock levels are maintained,
- Clean fireplace every morning during colder months when fire is in use, ensure fire is stocked and baskets filled.
- Serve guests with beverages and food and actively sell products available in a friendly and efficient manner ensuring that licensing laws are always observed.
  
- Assist with lounge service.

**Core Responsibilities: Housekeeping**

- Assist with the cleaning of all front of house and guest bedrooms.
  - Change linen and replenish products as required on basis of room occupation.
  
- Undertake deep cleaning on a programmed basis as instructed.