

**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>                           |

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**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: Waiter**

- 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.

## LOCH MELFORT HOTEL & RESTAURANT

### **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.