

Seasonal Food and Beverage Team Member

(Searles Leisure Resort)

About the Company

Searles Leisure Resort is a family run resort that has been offering holidays on the North Norfolk coast of 'Sunny Hunny' for over 83 years.

In 2018 Searles was awarded 'Best Holiday Park in Suffolk and Norfolk' by the EDP Hosesons Tourism Awards. Creating happiness for all ages a core value of Searles Leisure Resort. Part of achieving this is Searles impressive array of facilities including; golf course, swimming pools, soft play area, entertainment, and much more. The other part being our welcoming and dedicated team.

This is a great opportunity for an individual looking to start a career in the hospitality industry. The vast majority of management started their career as associates, so with the right work ethic and attitude there are real opportunities for career progression.

Join our Food & Beverage Team to ensure we can Create Happiness for all guests visiting Searles Leisure Resort.

Role Summary

As a Food & Beverage Team Member, you will be responsible for taking food orders, serving food and drink guests whilst delivering excellent customer service. Working within the Team you will require good communication skills and ensure all practices are maintained.

Duties

- Serving food and drink in the bar and restaurant to guests.
- Clearing tables and banquets in a polite, efficient and professional manner.
- Assist with the set up in function rooms, bars and restaurant for events.
- Presenting tables and banquets to the required standards.
- Assist in cleaning function rooms, bar and restaurant to ensure high levels of cleanliness are maintained.
- Handing cash and card payments in accordance with company policy and procedures.
- Preparing and re-stocking crockery for service.
- Assist in dealing and responding efficiently to guest queries in liaison with other departments.
- Reporting all technical and quality faults to Supervisors/ Management.

Contract & Hours of Work

We have various part-time seasonal roles available on a yearly minimum average contract. This means that your hours and days of work could vary each week.

Please note, we are a 7-day a week operation. Some shifts may include split-shifts, weekends and some public / bank holidays on a rota basis.

Other duties

- Participate in training and development activities to ensure own continuous professional development.

- Participate in team meetings.
- Cover the duties of other team members as and when required.
- Liaise and cooperate with your colleagues, including other departments.
- Adhering to Company policies and procedures, ensuring practices are maintained.
- Uphold, safeguard and promote the business values and philosophy.
- Any other duties as determined by the Senior Managers.

Essential Criteria

- Have good communication skills.
- Be able to deliver excellent customer service.
- Awareness in general standards of food safety and cleanliness.

Desirable Criteria

- Previous waitering/waitressing experience is beneficial; however, training is provided.

Company Benefits

- Discounts in Searles Leisure Resort Food & Beverage Outlets.
- 10% Discount at The Mulberry Restaurant at Heacham Manor Hotel.
- Use of Company facilities including Clubhouse, Children's Sidney Soft Play, Swimming Pools, Splash Pool & Gym.
- Discounts on Golf Memberships.
- 10% Discount on treatments at The Mulberry Spa at Heacham Manor Hotel.
- Discounts at the Princess Theatre.
- Offers on accommodation at Searles Leisure Resort and Heacham Manor Hotel.
- A meal is provided on shift (depending on hours worked).

Our Standards

Provide an outstanding level of customer service to ensure we exceed our guest's expectations.

This Job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed, and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Resort.

Job Types: Part-time, Temporary

Experience:

- waitering/waitressing: 1 year (Preferred)

To apply email your CV and Cover Letter to recruitment@searles.co.uk