**Job Title:**  Front of House

**Responsible To:** Home Manager

**Line Manager:** Resident Liaison

**Duties:** Specific Duties include but are not limited to:

**Job Purpose**

To maintain high standards of food service and hospitality throughout the home and including the tea rooms. To actively promote and encourage residents, relatives and friends to make use of the service, and manage sales.

**Principal Responsibilities**

* Ensure all performances and events are appropriately staffed with the Home Manager, Head Chef and Resident Liaison.
* Ensure the team are suitably trained in all aspects of customer care and fire evacuation procedures.
* Encourage and act upon customer comments and complaints to improve the customer care, in conjunction with the Head Chef and Resident Liaison.
* Take responsibility for all FOH sales, including the ordering of stock, promotion of sales and the supervision of sales systems and stock control.
* Implement procedures for cashing up and the use of floats and ensure that security of cash and stock is protected.
* To be aware of The Food Safety Act 1990, The Health and Safety at Work Act 1974, RIDDOR and COSHH regulations.
* Be familiar with the Safer Food Better Business book also the companies policies, procedures and food safety documentation.
* To attend training as specified by the company.
* Oversee and assist with food service for breakfast, lunch and dinner.
* Oversee and assist clearing and presenting of the dining tables, before and after service.
* Oversee morning and afternoon teas.
* Ensure that the menus on display are changed to reflect the correct meal
* Ensure residents water jugs are refreshed and renewed twice per day
* Ensure that all hospitality services are maintained and replenished, i.e. Tea stations, hydration areas.
* Undertake other duties of which you are capable and for which you have been trained or will receive training.
* Attend to guests and visitors with any food or beverage requests.
* Ensure that dining rooms are stocked and prepared for breakfast the following day.

This job description is not exhaustive and may be amended to meet changing needs and such other reasonable duties as may be required.