**Job Description**

**Front of House Assistant (Hospitality)**

**Level: 2**

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| **Responsible To:**  | **Responsible For:** |
| Wedding and Functions Coordinator | NA |

**About the job:**

As a member of our Front of House Team, you will provide excellent customer service to our wedding and function clients and their guests, helping to deliver memorable occasions at Worden Hall and other locations across South Ribble as required.

**Role:**

* Greet and welcome guests with warmth and professionalism
* Assist with seating arrangements and guiding guests across the venues
* Supporting the set up and breakdown of event spaces
* Communicate effectively with the duty manager on event day and with catering and staff
* Respond promptly to guest requests and resolve any issues with a positive attitude
* Support the delivery of events which may include bar service
* Follow all health and safety and fire regulations
* Work outside of normal working hours as required for the delivery of the service.
* Support the wider team in any suitable additional duties as required

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health and Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the council’s priorities and objectives are met.
* You will positively promote and represent the council at all times.

**What the successful candidate will have:**

**Qualifications**

* Personal Alcohol Licence holder is desirable but not essential
* Qualified First Aider is desirable but not essential

**Experience**

* Previous hospitality or customer service experience preferred, weddings, bar work or events would be beneficial

**Knowledge**

* An understanding of weddings, functions and events
* Knowledge of health and safety procedures

**Skills & Abilities**

* Passion for delivering exceptional customer experiences
* Excellent communication and interpersonal skills
* Ability to work as part of a team
* Ability to work evenings, weekends and public holidays

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.