

Pentillie

CASTLE & ESTATE

Waiting on Staff / Housekeeping

Responsible to: Sammie Coryton

Reporting to: House Manager and Housekeeping Manager

Salary: Depending on experience

Working hours: Varied. Intermittent work available often. Regular hours for the right candidate.

We are a family business that is passionate about making people happy by providing an exceptional product with exceptional service standards.

We have a need for an energetic, enthusiastic and motivated person/people to join our front of house team performing waiting on and housekeeping duties. The ideal candidate will be happy in both roles and able to perform other duties as and when the business requires. We may consider applications for either front of house or housekeeping if you have any particular skills or expertise.

Waiting on shifts will predominantly be for breakfast shift, so we're keen to hear from 'morning people'. After training, you will be responsible for looking after our guests for their whole breakfast experience. You will become a vital part of our front of house team as breakfast is often the last opportunity to impress our guests and leave them with a feeling of wanting more!

Your waiting on responsibilities will include but are not limited to:

- Greet guests with positive and energetic manner, explain breakfast choices
- Answer questions related to menu items and make recommendations
- Take food and beverage orders from customers
- Relay food and beverage orders to the kitchen staff
- Prepare drinks and food garnishes
- Carry trays of food or drinks from the kitchen to the dining tables
- Remove dirty dishes and glasses and clean tables after customers finish meals
- Clean, dry and polish cutlery and crockery after use
- Clean and set up dining areas, refill condiments, polish silverware, and stock service areas
- Clean, vacuum and mop dining room and service areas

The ideal housekeeping candidate will have an excellent eye for detail and enjoy seeing the result of hard work. As part of the housekeeping team you will have responsibility for entire bedrooms, so you must be able to work autonomously as well as part of a team.

Housekeeping responsibilities will include but are not limited to:

- Sweep, scrub, mop and polish floors, vacuum clean carpets, rugs and draperies
- Dust and polish furniture and fittings
- Clean metal fixtures and fittings
- Empty and clean rubbish containers
- Dispose of rubbish in a sanitary manner
- Clean wash basins, mirrors, tubs and showers
- Wipe down glass surfaces
- Make up beds and change linens as required
- Tidy up rooms

- Wash windows as scheduled
- Sort, wash, load and unload laundry
- Iron and fold household linen
- Sort, fold and put away clean laundry
- Maintain all cleaning equipment and materials in a safe and sanitary working condition
- Monitor and report necessary domestic repairs and replacements

Knowledge of cleaning and sanitation products, techniques and methods, knowledge of cleaning sensitive materials and a working knowledge of operating cleaning equipment is desirable but not essential.

Physical stamina and mobility including ability to reach, kneel and bend and the ability to lift, push and pull required load of up to approx. 15kg is essential.

We're passionate about providing the best service to our customers and developing our people to be the best that they can be. You will have many opportunities to develop your skills and we will give you all of the guidance that you need.

You will already possess these qualities:

- Have a warm and bubbly personality and be genuine, approachable, attentive and instinctive.
- Be smart and well presented.
- Willingness and ability to multi-skill.
- Due to the rural and idyllic location of Pentillie Castle you will need your own transport.

In return....

A refreshingly different work experience with a business that will value your individuality and inspire you to achieve your potential, through your ownership and responsibility of the role.
 Holiday entitlement 28days per annum including bank holidays.
 Pension contribution on successful completion of a 3 month trial period.

To Apply: Please send your CV and a short covering letter that refers to the skills being sought for this position, to sammie@pentillie.co.uk as soon as possible and definitely by Monday 15th January 2017. An immediate start preferred.