



THE QUEEN'S CLUB

RESTAURANT

RESTAURANT MANAGER / ASSISTANT RESTAURANT MANAGER

Job Title: Casual Food & Beverage Food Runner/Server

Purpose: To provide an exceptional and friendly food and beverage service for the enjoyment of Members, guests and visitors to the Club. To help support and build the reputation of The Queen's Club as the finest racquet sports club in the world.

Reports to: Supervisor/Assistant/Deputy Restaurant Manager

Key Liaisons: Kitchen Team, Members, Club guests, visitors, management and staff.

Key Responsibilities:

People:

- To quickly assess Member needs and flex personal service style appropriately.
- To build and maintain a good rapport with Members and guests.
- To remain calm, composed and in control, even in challenging situations.
- To project a positive, professional and friendly image to Members and staff.

Service:

- To offer service to all Members and guests in a manner that exceeds expectations, providing a friendly courteous approach at all times.
- To demonstrate, through knowledge and delivery, the effective execution of the sequence of service (i.e. greeting the guest(s), taking their order, serving of food, wine etc. during operating hours).
- To sense Member/guest needs and quickly respond to these in order to maximise satisfaction.
- To ensure food is delivered to members/guests table timely as the per the order.
- Ensure open communication with the kitchen and waiting staff.
- Follow the Restaurant and Bar opening, closing and cleaning procedures each shift.
- Assist with stock rotation procedures across the Restaurant and Bar ensuring food safety is maintained.
- Minimise and report all food and drink wastage and breakages wherever possible.
- Help prepare and deliver the service required during the summer tournament and other tournament/Club events as required by management.
- Assist with the food and drinks service at functions/events and in other Club areas as requested.

Health & Safety; Food Hygiene and Safeguarding and Child Protection:

- To ensure a safe workplace by identifying hazards and taking corrective action.
- To maintain food hygiene requirements/standards at all times.



- To store and use all chemicals and cleaning products according to instructions adhering to the Club COSHH standards at all times.
- To follow The Queen's Club safeguarding policy and procedures at all times and be vigilant on all matters of child and adults at risk protection reporting any concerns to the Welfare Officer.

General Requirements:

- To ensure you read the Club Bye-Laws and have an understanding of and adhere to the Club rules assisting Members and guests where necessary.
- To make suggestions and recommend any improvements to F&B management.
- To maintain a high standard of personal appearance and hygiene adhering to the departments' personal appearance standards.
- To assist your colleagues at all times and when asked.
- To maintain a high standard of personal appearance and hygiene adhering to the departments' personal appearance standards.
- To undertake additional duties that fall within the overall scope of this position as directed by the Deputy Restaurant Manager/Bar Manager/F&B Service Manager.
- To attend training and internal meetings as required.
- To conduct all aspects of your work and behaviour in line with the values of The Queen's Club.

If you have the skills required and would like to join our team working with people who are passionate about delivering a high level of service then please submit your C.V along with a cover letter to recruitment@queensclub.co.uk

Please note that by applying for this vacancy you accept The Queen's Club Recruitment's Privacy Policy and GDPR Policy which a copy can be obtained from HR and therefore give us consent to contact you.