

Hospitality Assistant

Provide friendly and generous service for guests and visitors

SOME OF THE MAIN THINGS YOU'LL BE DOING:

- Your job is to deliver excellent service – that means anticipating the needs of our guests and working hard to make both new and returning guests feel welcomed and special.
- Whether this means ensuring their drink is in the correct glass and at the perfect temperature, or that their order is taken quickly and efficiently – your job is to make sure that every single guest receives the very best care and attention.
- Take personal responsibility to resolve requests, queries and concerns politely, respectfully and efficiently to create an exceptional customer experience.
- Ensure your working area is clean, tidy and well stocked.
- Promote our food, our food ethos, and everything that Dartington has to offer with authenticity.
- Roll up your sleeves and get involved wherever it's needed to create a friendly, clean and welcoming environment.
- This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

ROLE DETAILS: Hospitality Assistant

DEPARTMENT: Accommodation and Food Services

REPORTING TO: Estate Hospitality Lead

WHAT YOU WILL BRING:

- Ideally you will have experience within the hospitality industry, be passionate about food and drink and get a real kick out of providing **excellent service**.
- You will be punctual, courteous and **kind**.
- You will dress appropriately for the role.
- Demonstrate a strong work ethic and the ability to follow instructions to the letter.
- The ability to stay calm under pressure whilst maintaining a meticulous eye for detail.
- You will need to be able to work evenings & weekends, and be flexible around working hours.
- Have a good understanding of and work towards the purpose, values and strategy of Dartington.
- Commitment to work hard and act in Dartington's best interests at all times

