



### Job Description

<b>Job Title: Events floor &amp; bar staff</b>	<b>Rates of Pay : See below</b>
<b>Department: Events</b>	<b>Reporting to: Events Manager</b>

#### About the role:

The Clandeboyne Lodge is one of Northern Ireland's top events and wedding venues, hosting in excess of 300 events per year, from small gatherings to gala and awards dinners attended by 300 guests. Our aim is to provide exceptional standards of service delivered by a helpful, courteous team. Whenever possible, we always try to schedule shifts in such way that you will be able to enjoy a good work/life balance with both day time and evening time shifts. If you are a college, university, or vocational courses student, we'll always try to schedule shifts around exams.

#### Job description:

Your main duties and responsibilities include, but are not limited to:

- Providing a warm welcome and friendly atmosphere to all guests
- Use of tablets and point of sale equipment to process drinks orders
- Serving of coffee & tea, wine & beverages and light snacks
- Ensuring that tables are constantly cleared and drink orders efficiently prepared
- Assisting with event set ups
- Compliance with health & safety and food safety regulations, and cleanliness & hygiene standards
- Taking part in departmental induction, on the job and departmental training to advance your personal development
- Carrying out any other related duties within the hotel

#### Essential requirements:

We provide full training for floor staff, so no prior experience is required. If you want to join us as a bar person, then we would expect that you have at least previous experience in a similar role.

#### You must:

- Be at least 18 years old with a clear desire to work in a customer facing position
- Be confident in your abilities to deliver what guests ask for and follow through with what you have promised
- Be empathetic when interacting with guests and colleagues
- Be able to work shift patterns and be available to work day-time, evenings and weekends

Continued

**Your rewards:**

In addition to your basic pay\*, all tips can be retained or shared with the team. We give everyone reasonable hours, flexibility wherever we can, free staff meals on shifts, free uniforms and a contribution to taxi fares if you do not have your own transport.

18 – 20 £8.68

21-22 £9.68

23+ £10.00

If you want to treat your friends and family, we'll give you 50% off food, special family and friends rates for overnight stays and reduced green fees at Blackwood Golf.

And to make your money go further, our employee benefits package includes free membership with [www.perkbox.com](http://www.perkbox.com) for loads of discounts and benefits, including on shopping, cinema tickets, travel, eating out and health.

**Support for your life inside and outside work:**

To provide you with peace of mind, every employee benefits from our employee support scheme with [www.hospitalityaction.org.uk](http://www.hospitalityaction.org.uk) to give you, and your immediate family members, free access to legal advice, financial support and counselling. We are proud to be an employer who is positive about supporting people's mental health.

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