



Strattons recruitment 2017

Strattons is currently recruiting for the following positions:

To apply for any position, please send your CV and a cover letter to Hannah Hughes at hannah.marketing@yahoo.co.uk

Job title: Full time front of house

Department/team/location: Hotel & Restaurant

Strattons is a small family run business looking for a front of house person to work full time in the hotel and be able to supervise some or part shifts in the absence of the managers.

This is a great opportunity to take the next step from waiter/waitress or housekeeper. In this role a high level of customer service must be maintained to all guests using professionalism, initiative, and communication skills.

This is a hands-on hotel and restaurant role where you will be working on reception; checking guests in and out, taking telephone calls, dealing with e-mails and on line availability, waiting tables in the restaurant and being prepared to help with housekeeping if required.

Other responsibilities include:

- ✓ supervising the junior staff and reporting to the management team with any feedback;
- ✓ assisting with training and motivating of staff;
- ✓ maintaining high standards of quality control, hygiene, and health and safety;
- ✓ ensuring adherence to the environmental policy at all times;
- ✓ ensuring the building is locked up securely and the correct shut down procedure is adhered to;
- ✓ pro-actively and successfully resolving complaints and cancellations from start to finish under businesses training and policy;
- ✓ helping in any area of the restaurant, cafe or hotel when circumstances dictate;
- ✓ assisting with management reports and admin;
- ✓ dealing with general maintenance and emergency problem solving;
- ✓ ensuring a proactive approach to customer service;
- ✓ ensuring a proactive approach to booking management and sales.

This Job Description is not exhaustive and you may be asked to carry out additional duties during your shift. Full and continuous training given, including external training sessions.

Essential competencies:

Must have good experience working in hospitality along with computer and administration skills. Must be over 18.



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Practical requirements:

Full time with varied shifts between 6 and 12 hours. Applicants must be available to work any day of the week and happy working weekends, although where possible we try to give alternative weekends off. Generally 2 days off per week. 28 days annual paid holiday. Please note that we do not have any staff accommodation, however we are located in the town of Swaffham. To apply please send your CV and a cover letter to hannah.marketing@yahoo.co.uk

Job title: Part time front of house

Department/team/location: Hotel & Restaurant

Strattons is a small family run business looking for a front of house person to work part time in the hotel restaurant. This role requires a high level of customer service using professionalism, initiative, and communication skills. You will be waiting tables, taking orders, making and serving a range of drinks from the menu including cocktails, washing up and assisting with afternoon tea service. Between 1 and 4 shifts per week including some split shifts. Shifts between 3 and 7 hours, some daytime although mostly evenings. Applicants must be happy working weekends and public holidays, New Year essential, although the restaurant is closed at Christmas.

Job title: Part time breakfast waiter/waitress and housekeeper

Department/team/location: Hotel & Restaurant

Strattons is a small family run business looking for waiter/waitress to work part time in the hotel restaurant at breakfast. This role requires a high level of customer service using professionalism, initiative, and communication skills. You will be waiting tables, taking orders, making and serving a range of hot drinks and washing up. This role also includes housekeeping where you will be servicing the hotel's bedrooms, public areas and some basic outside maintenance. Between 2 and 4 shifts per week. Shifts between 3 and 8 hours, generally shifts will be breakfast service from 7am or 8am – 11am with a short break before moving onto housekeeping until 3pm or for example housekeeping only from 9.30am – 3pm. Applicants must be happy working weekends and public holidays, New Year essential although the hotel is closed at Christmas.

Alternatively if you would like to be kept informed of any future positions please send in your CV and a cover letter via e-mail or drop in, addressed to Hannah Hughes.



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E-mail: hannah.marketing@yahoo.co.uk

Post:

Hannah Hughes, Strattons Hotel

4 Ash Close

Swaffham

Norfolk

PE37 7NH

Telephone: 01760 723845

Please note that we do not have any live in staff accommodation.

Vacancies may become available for the following positions; reception, waiter, waitressing, housekeeping, breakfast waiting staff, chef, duty manager, hotel manager, commis chef, sous chef, cook, cafe deli working, pot wash, head chef, housekeeping manager, manager, front of house manager. Recruitment, Norfolk, jobs, job search, vacancies, near Kings Lynn, Norwich, North Norfolk coast.