

## Front of House Associate

**Reporting too:** Management team / Pub Manager

**Your role: At a glance** *"Making hungry and thirsty customers happy!"*

- To provide excellent customer service
- To serve food and drinks to the correct specification
- To adhere to all Wetherspoon Standard Operating Procedures (SOPs) and Company Policies to maintain a clean, safe and legal workplace

The good news is, all the training we provide will teach you everything you need to know to succeed but there are a few **essential requirements** you'll need to start:

- Have PORTW in the country you will be based (UK or ROI)
- Have a bank account in the country you are based (UK or ROI) in your own name
- Be able to converse in English and to understand the language to complete training and other duties associated with your job role
- Have a fixed place of residence within reasonable travelling distance of your place of work
- Basic computer literacy

### **About you:**

- Demonstrate passion and enthusiasm in your role and show commitment to your pub and Wetherspoon
- Have exceptional time management skills
- Have a strong work ethic and be self-motivated
- Have a friendly nature and excellent communication skills
- Be honest, trustworthy and respectful
- Remain calm when working in a high pressure environment
- Adhere to Wetherspoon appearance standards

- Receive regular feedback from the management team and achieve any actions agreed

### **A day in the life:**

- Work as a team throughout the business to achieve the company's mission statement. *"To have by far the best CQSMA standards in the pub world, to be the best company to work for and, by doing these things, to be the most profitable"*
- To deliver consistently high standards of Cleanliness, Quality, Service, Maintenance and Atmosphere. (CQSMA)
- Always be welcoming to your customers - interact, say hello; and just as importantly say thank you and goodbye.
- Build, maintain and enhance customer relations (e.g. by recommending some of our fantastic products) to enrich their experiences during their visits. Encourage customer loyalty by consistent good performance.
- Be aware of and be knowledgeable about all promotions, events and new products within your pub.
- Receive and deliver customer orders either face to face or via the app achieving our service standards at all times\*.
- Respond to any customer feedback in a positive and helpful manner, seeking support if required. Feedback all complaints to the management team.
- To take pride in maintaining the highest standards of cleanliness by adopting our Clean As You Go philosophy (including, but not limited to staff areas, external areas, toilets, bar and glass-wash, customer areas)
- Carry out any reasonable task as requested by the management team or Wethercentre to meet the needs of the business.

### **In order to keep your working environment safe, legal and comfortable, adhere to the following:**

- Standard Operating Procedures
- Challenge 21 and Don't do Drunk policies
- Wetherspoon cash handling procedures

- Stock control procedures
- All aspects of licensing law, trading standards and customs and excise regulations
- All aspects of food hygiene and health and safety policies
- Equality, Diversity and Inclusion Policy

### **Training and development**

- Complete the associate training programme including ongoing associated online training within the stated timeframes
- Actively attend and participate in regular team meetings and training sessions
- Generate and share amazing ideas for improvements within your pub and the company
- Work as a buddy to support and train new associates
- Embrace change within your pub and Wetherspoon
- Strive to achieve everything you can on the Wetherspoon Action Plan

### **Career Opportunities**

As an associate we are not expecting you to manage, motivate or lead the team however, if you would like to progress within Wetherspoon our **award winning training programme** offers you the skills and knowledge you will need to proceed and succeed. Speak to your Pub Manager about the opportunities available to you; they may include:

- Wetherspoon Apprenticeship Academy
- Cross training into a different role (hotel /kitchen)
- Catering Academy
- Team Leader training programme
- Shift Leader Academy
- Management Academy
- People Management Academy
- Pub Manager Academy
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- **Learn new things, get recognised for your efforts and gain skills that will last for ever!**

*\*Sale of alcohol not applicable if you are under 18.*