**Food and Beverage Server**

**About Us**

Nestled in the scenic Scottish Countryside just three miles from Dunblane, Cromlix is a romantic Victorian country estate encompassing 34 acres of woodland and landscaped garden.

Over the years, we’ve nurtured a team of engaging hospitality experts, who take pride in creating meaningful experiences for our guests. From all walks of life, we come together and combine our collective flair for hospitality to create relaxing, carefree escapes.

Owned by Kim and Andy Murray, Cromlix reopened in March 2023 after an extensive refurbishment – just the first of many planned updates to the estate. The aspiration is to breathe new life into this historic mansion, with an exquisite, contemporary aesthetic and refreshingly relaxed vibe.

**We Behave with Spirit**

We embrace individuality and are entirely ourselves, finding ways to create meaningful, personal heartfelt experiences

**Our Communication Style Is Always Engaged**

We draw people in with our positive energy and love of what we do. Our enthusiasm and curiosity spark the imagination

**Our Environment is Inspired by Nature**

Inspired by the inherent beauty of nature, we’re always searching for ways to complement our surroundings and bring outside, in.

**About the Role**

Greeting and serving customers in a professional, warm and friendly manner. Preparing and serving food and beverage in line with customer’s requirements delivered with exceptional service.

**Responsibilities:**

* Greet customers politely as they enter the restaurant and bar.
* Care about customer satisfaction and deliver the optimal customer service experience.
* Engage with guests, take orders and deliver food to guest tables.
* Prepare alcohol or non-alcohol beverages for bar and restaurant team.
* Assess customers’ needs and preferences and make recommendations.
* Restock and replenish bar and restaurant inventory and supplies.
* Preparing cheques for customers and processing payments through cash or credit card and returning any balances.
* Keeping a well-stocked bar with an adequate supply of liquor, beer, wine, mixers, ice, napkins, straws, glassware, and other accessories.
* Cleaning the tables, chairs, and work area to maintain a sanitary environment.
* Organising the bar and restaurant area to streamline drink preparation and inventory.
* Placing orders for fruit and other garnish required for the bar.
* Informing beverage manager when liquor, beer, wine etc. is running low/has run out so an order can be placed.
* To ensure stock deliveries are checked and put away in a timely manner so that the relevant items are locked and/or chilled where necessary.
* Slicing, pitting, and preparing fruit garnishes for drinks. Ensuring herbs from the garden and stock syrups are replenished where needed.
* To ensure a full knowledge and application of weights and measures and liquor trading standards laws.
* To ‘upsell’ wherever possible by providing relevant and accurate information.
* To carry out opening and closing procedures.

· To complete weekly/daily cleaning tasks.

* To ensure cellars and beverage stores are locked and both sets of keys are returned to the cupboard at the end of the shift.
* To ensure that sufficient stocks are correctly rotated and displayed according to the company guidelines, thus ensuring all products are served in good condition.
* To ensure an adequate supply of fruits, ice and other accompaniments at the start of each shift.
* To clear tables, collect glasses and ensure the bar and restaurant looks neat and tidy.
* Ensuring the bar and restaurant are clean at all times and using the correct cleaning equipment.

**Health & Safety**

· Ensure Health & Safety compliance with Legal, Government and Company Policies relating to Fire, Hygiene, Health & Safety and Licensing Laws.

· Adhere to all aspects of Health and Safety within the hotel.

· Health & Safety Policies and procedures relating to all activities, areas and personnel are understood and that the operational teamwork in accordance with these.

**Please note that this position may require working evenings, weekends, and holidays.**

To apply, please submit your resume along with a brief cover letter outlining your relevant experience.

Job Types: Full-time, Part-time, Permanent

Pay: £7.92-£11.44 per hour

Benefits:

* Company pension
* Employee discount
* On-site parking

Day range:

* Weekend availability

Ability to commute/relocate:

* Dunblane: reliably commute or plan to relocate before starting work (required)

Experience:

* Catering: 1 year (preferred)
* Hospitality: 1 year (preferred)
* Customer service: 1 year (preferred)
* Bartending: 1 year (preferred)

Work Location: In person