

R A B Y

Job Description

Job Title:	Afternoon Tea Host
Reports to:	F & B Manager, F & B Ops Manager, F & B Supervisors
Department:	Leisure and Tourism
Location:	The Vinery, Raby Castle, Park & Gardens
Hours:	Seasonal, we are looking for people that can mainly only work weekends but can also assist during Events and school holiday periods.

About the Role

As an Afternoon Tea Host at The Vinery, you will be the welcoming face of Raby Estate, creating memorable experiences for our guests from the moment they step through our doors. You will play a key role in delivering exceptional customer service, ensuring every guest feels warmly welcomed and well looked after throughout their visit.

Working as part of a friendly and dedicated team, you will assist with the smooth running of our afternoon tea service, paying close attention to detail and maintaining the highest standards of hospitality. Every guest should leave feeling that they have enjoyed something truly special.

Key Tasks and Responsibilities

- Greet each guest with genuine warmth and enthusiasm, making them feel valued and appreciated from the moment they arrive.
- Arrange your daily bookings to ensure tables are prepared in advance then escort each guest to their table, ensuring a smooth and efficient seating process while maintaining a keen eye for detail.
- Proactively anticipate guests needs and preferences, going above and beyond to exceed expectations and create personalized experiences.
- Work collaboratively with colleagues across various departments to ensure seamless service delivery and guest satisfaction.
- Explain each item on the menu, including ingredients, preparation and flavour profiles.
- Share the fascinating history of Raby Castle with our guests together with the wider offer of the Estate.
- Understanding dietary requirements, allergen information and applicable processes.
- Preparing and serving a wide range of teas and coffees to the highest standards.
- Maintain exceptional presentation standards throughout the Vinery Café.
- Engage guests in friendly and inspiring conversation, sharing your passion for Raby and hospitality to create memorable moments that encourage our guests to return and recommend the experience.

This list is not exhaustive, and you will be required to carry out any other reasonable tasks as required.

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Requirements

- Previous experience of cash handling and use of an EPOS system or similar, preferred but not essential.
- Availability to work weekends and holidays is essential.
- An outgoing, helpful, and friendly personality.
- Confident in engaging with members of the public.
- Enthusiasm and capacity for hard work.
- Flexible attitude with willingness to undertake any task required.
- Effective communication and organisational skills.
- Honesty and a high level of integrity
- Willingness to adapt to different tasks and schedules, responsive to changing needs in the Food and beverage environment.
- Systematic and cheerful approach with a 'can do' problem solving attitude.
- Willing to undertake appropriate training.
- A kind and caring attitude towards your colleagues and customers.