



Job Title: Hospitality Assistant
Reporting to: Housekeeping Management Team; F&B Management Team

Bluestone is searching for enthusiastic, friendly and committed individuals to join our Food & Beverage and Housekeeping teams as a Hospitality Assistant.

PRINCIPAL PURPOSE OF ROLE:

To work across within our Housekeeping and Food & Beverage departments, providing excellent service standards and exceeding guest expectations. Within Housekeeping, lodges will need to be cleaned to our high standards including making beds, cleaning kitchens and bathrooms, mopping and vacuuming. Within F&B, you will be expected to serve customers within our various food outlets and assist with bartending or barista duties.

BLUESTONE BENEFITS:

- Employee Discounts, including discounted stays for family and friends and on food and drink whilst on resort
- Employee rewards points
- Kids Camp (onsite subsidised childcare within the school holidays)
- Wellbeing programme: lovely Wellbeing Advisor, Mental Health First Aiders in each department and Discounted gym memberships
- Departmental rewards and incentives
- Share Incentive Plan after a year's service
- Holiday entitlement, Company Sick Pay and employer pension contributions
- Gain qualifications while you work and great career progression opportunities including leadership training

PERSONAL ATTRIBUTES / COMPETENCIES REQUIRED FOR POST HOLDER

- Excellent personal presentation
- Positive "can-do" attitude and willingness to learn and take on board new skills
- Strong customer service skills with an awareness of your impact on the customer experience
- Able to work in a team and strong communication skills with customers, managers and team
- Flexible, committed and punctual
- Able to stay calm and friendly to customers and staff whilst under pressure in a busy environment
- Keen to contribute to the development of the F&B department and the Bluestone offering as a whole



KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)

Specific:

Within the Housekeeping and F&B departments you will provide a high standard of customer care, ensuring that all guests receive an excellent guest experience.

Food and Beverage

- To provide a high standard of customer care, delivering agreed standards of service to Bluestone guests
- Take guest orders, operate the till and handle debit/credit cards
- Prepare and serve food and beverages to the highest possible standards
- To promote other products to customers in an efficient and friendly manner, including any other activities and services available on the resort
- To carry out general kitchen duties correctly and in accordance with the Bluestone procedures
- To ensure that front of house areas are kept immaculately clean and uncluttered at all times
- To handle cash and use an EPOS till, including handling of credit/debit cards and charge cards
- Complete online courses such as Food Hygiene Level 2, Working in a Kitchen and The Waiter
- Complete departmental induction and ongoing training as required

Housekeeping

- To ensure the overall cleanliness and hygiene of designated lodges is maintained to the highest standard at all times
- To follow the Bluestone housekeeping procedures and ensure that consistently high standards achieved
- To maintain high levels of customer service through positive engagement with Bluestone guests
- To attend all required training and maintain knowledge and competence
- To have good product knowledge and be able to assist and signpost guests



EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential

- A desire to work within the Leisure, Tourism and Hospitality industry
- Commitment to undertake required training
- Ability to work unsupervised
- Previous experience in a customer focussed role

Desirable

- Previous experience in a cleaning role
- Experience of, or ability of, using an electronic till
- Completion of (or willingness to complete) Food Safety Level 2