



Castleton House Hotel
By Glamis, Angus, DD8 1SJ
Tel: 01307 840340 hotel@castletonglamis.co.uk

OUTLINE JOB DESCRIPTION FOR FRONT OF HOUSE ASSISTANT

- 1. Presentation of the hotel** – Recognise the importance of a first impression, and represent the hotel with in a friendly and professional manner, on the telephone, face to face or through correspondence.
Maintain the front of house areas, to look their best at all times, with clean tables and freshly plumped cushions.
- 2. Reception** - to answer the telephone and act confidently in response. To take clear and well-informed telephone messages.
Reservations – to handle bookings for both accommodation and restaurant. After full training has been given you will be taking bookings for accommodation using Medallion software.
To type up menus and print registration forms - these too reflect the hotel and should be well formatted with correct spelling at all times. Understand and act within the data protection limitations.
- 3. Bar** - to serve all manner of drinks according to Castleton training and standards. Take orders from our extensive menu of 3AA Rosette cuisine using traditional terminology.
- 4. Restaurant** – wait on tables with efficiency, discretion and good communication with kitchen, bar and other waiting staff.
- 5. Till** – operate POS till with confidence and accuracy, all training will be given
Money – to handle money and credit cards correctly and responsibly.

In order to maintain the high standard of care, an employee of Castleton House Hotel is expected to show commitment and enthusiasm. The front of house positions are vital to the success of the business and to do the job well requires one to be alert, well mannered and reasonably fit.

The hotel must appear fresh and well ordered at all times, the same applies to the personnel.

The hours of work will fluctuate, and you will sometimes be expected to work antisocial hours, e.g. a late shift can mean finishing in the early hours of the next morning (consideration will be given to those expected back for a breakfast shift, those with school, college or early morning family commitments and to those dependant on others for transport).

As an investor in people Castleton House Hotel recognises the importance of its employees and is committed to promoting a strong and healthy working environment. Development will be encouraged with support and training, and providing good terms are maintained every assistance will be given to those wishing to relocate and move on.



Lands of Loyal
Alyth, Perthshire



Castleton House Hotel
Glamis, Angus



Raemoir House Hotel
Banchory, Aberdeenshire

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