

Foyers Lodge Back of House Assistant Job Description

ABOUT US

Foyers Lodge is a beautiful Victorian retreat a mile from the village of Foyers overlooking Loch Ness. We offer stylish accommodation, delicious food, beautifully kept grounds and unrivalled views of the loch and the magnificent surrounding landscape.

Foyers Lodge was included in The Times and Sunday Times '100 Best British Hotels 2021' in its first fully operational season of trading following an extensive refurbishment. Now listed in the 'Good Hotel Guide' as well as featuring in the 'Top 50 Boutique Hotels' in the UK, one of only 5 in Scotland.

We have 6 bedrooms and an Executive Suite with a maximum capacity of 14 resident guests in total.
www.foyerslodge.co.uk Instagram/Facebook/Twitter/TikTok - @foyerslodge

We are looking for a positive, productive and friendly General Assistant to work back of house with our small team to deliver a five-star service for our guests. Start time will be 9.30am until finish (approx. 1pm) beginning with pot wash duties from breakfast service before moving upstairs to assist with housekeeping. There are days when you may be required to assist with food prep, depending on the schedule and how many room turnarounds there are. Flexibility is key here, we are busier/quieter on given days, all guest dependent.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Housekeeping duties. Will include cleaning, polishing, vacuuming, dusting, high-level dusting (which may require use of a ladder), making beds, replenishing of towels/paper towels and toiletries, replenishing of hospitality trays and the cleaning of the downstairs guest toilets. Housekeeping duties are required in all the guest bedrooms and suite as well as the downstairs shared spaces, including the Drawing Room bar
- Kitchen assistant duties which include pot wash and cleaning under the direction of Head Chef
- Operate the industrial Dishwasher
- Wash glassware and other implements by hand when necessary
- Clean and polish glasses, crockery and cutlery
- Rotate dishes to reduce wear and tear on resources and clean the dish storage areas
- Clean all back of house areas including staff toilet
- Restock and replenish kitchen and staff toilet supplies as necessary
- Alert management when stock requires re-ordering
- Sweep/mop floors as required
- Empty and clean all rubbish bins
- Assist the Head Chef with food preparation if required
- Operate vacuum packing machine if required
- Provide assistance as needed, especially during peak times
- Clean up spills or broken glassware immediately
- Report any sanitation or cleaning issues
- Co-operate with your training so that you are confident and competent
- Follow sanitation policies at all times
- Ensure five-star standards of cleanliness and hygiene are always met

FOYERS LODGE

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- Set tables for dinner and ensure all areas are ready for service if required
- Restock and replenish kitchen & dining room supplies as necessary

Given the small size of the team, we are now looking to recruit an assistant who can provide support with the general back of house requirements that hospitality creates. Immediate start - 10 November 2024.

We run a 10 day on, 4 off fortnightly schedule with every other Mon/Tues/Weds/Thurs night off throughout the season. All members of the team have the same time off. A schedule will be provided for the full season.

Salary: We are accredited Real Living Wage Employers, salary rate at £12.00 per hour for employees aged 18+

ABILITIES & EXPECTATIONS

- Communicate effectively with other members of the team
- Ensure guests are happy and deliver a consistently high level of service
- Attention to detail
- Self-motivated, pro-active and flexible
- Excellent timekeeping and reliability
- Professional attitude
- Must maintain high standard of personal hygiene and grooming
- Must leave all personal items and devices in staff area
- Must maintain discretion at all times

ESSENTIAL REQUIREMENTS

- Right to work in the UK

STAFF BENEFITS

- Work t-shirts provided
- Bonus on completion of contract
- Fair share of excellent tips