

HOLKHAM

JOB DESCRIPTION

TITLE	Reception General Assistant
LOCATION	The Victoria, Holkham Estate
REPORTING TO	Reception & Housekeeping Manager, FOH Manager, Reception & Housekeeping Supervisor
LATERAL RELATIONSHIPS	Housekeeping, Reception, Maintenance, F&B & Kitchen teams

THE HOLKHAM ESTATE

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

THE VICTORIA

Standing at the gateway to Holkham and the National Nature Reserve, the Victoria is a busy Hotel & Restaurant. There are 20 bedrooms, a bar and dining room offering a relaxed blend of style and comfort. For many visitors to Norfolk the "Vic" is the primary point of contact with Holkham.

The food offering at the "Vic" is dictated by the Holkham brand; it is high quality, seasonal, locally sourced with an uncompromising commitment to flavour simplicity and value.

OVERALL JOB PURPOSE

The role of the Reception General Assistant is to provide a consistently high standard of customer service for customers throughout their visit to the Victoria. In a highly competitive sector where a great reputation and consistently high standards determine success, it is essential that the service, cleanliness and presentation of the Victoria is faultless. Attention to detail and an ability to work diligently will be essential.

You will be required to work to a weekly rota. As a Reception General Assistant subject to performance, you will have the opportunity to specialize in a particular area and join our NVQ program for professional development.

MAIN RESPONSIBILITIES

The following is intended to provide guidance as to duties but it is not exhaustive. You will from time to time be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

- To take responsibility for your allocated role for that shift
- To be clear on what is expected of you and seek help from the Duty Manager or Supervisor if you are not sure.
- To be able to identify and set objectives for your own development
- To ensure that the initial daily tasks for your designated area of work are completed to agreed timescales and standards set out in the SOP manual
- To ensure you remember important daily information such as menu changes, shortages or special guests or requests
- To ensure that you remain aware and alert to customer's needs at all times minimizing waiting times, responding to those trying to catch your attention and communicating with customers to help manage their expectations.
- To respond to customers quickly, politely and efficiently at all times even when busy
- To work efficiently, using any "quiet time" to carry out daily tasks
- To ensure that you use the checklists relevant to your department
- To be flexible and responsive enough to support other members of the Victoria team so that a high level of service is consistently delivered to the customer and we operate as one team
- To always look for opportunities to exceed customer expectations and make a positive contribution to The Victoria and Holkham Estate
- To respond to customer complaints professionally, seeking assistance from the Duty Manager as required
- To identify issues and feedback any concerns with solutions to the Management Team
- Assist in the management of stock loss and wastage by adhering to processes and controls
Assist in ensuring all EHO, Fire Regulations, Licensing and COSHH requirements and standards are met
To develop and maintain a high knowledge of The Victoria and Holkham Estate so you are able to provide guests with information and advice
To promote our visitor attractions and events
- To adhere to the Company's Health and Safety policy at all times

PERSONAL QUALITIES

- Initiative, energy, enthusiasm and persistence
- Excellent communication skills
- High standards of personal presentation
- Attention to detail and a desire to get things right
- Team player
- Flexibility, a positive attitude and an ability to work calmly under pressure
- A commitment to develop your understanding and to demonstrate the 5 Holkham Behaviours

MUTUAL RESPECT, TEAM WORK, SUSTAINABILITY, CHALLENGE, GO SEE