

Job Title: Hotel Leisure Assistant

Location: Ambleside Park, Ambleside	Profession: People, Health and wellbeing, Partnership Hotels
Reports to: Manager, Food service	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8
Number of direct reports: None	Partnership level(s) of direct reports: None

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To work as part of the hotel team to deliver and maintain a first-rate guest experience through the focus on the delivery of market leading customer service.

To add value to the efficient and profitable running of your hotel in order to achieve your business and personal objectives, along with those of your team and the hotel.

Through your Profession, you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities

- Being a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding

Measures of success

- Line manager and Partner feedback.
- Guest feedback on delivering a first-rate guest experience.
- Achieve the hotel standard for customer service.



<p>customer experience that is unrivalled in the marketplace.</p> <ul style="list-style-type: none">• Resolving guest queries/complaints at the first point of contact.• Interacting with guests, sharing product knowledge on drinks and food.• Primary function is food service, Serving guest orders from kitchen to table, clearing tables daily and weekly hygiene checks.• Cleaning down and resetting rooms in readiness for the next service.• knowing and understanding wine/drinks, serving coffee etc . - Will be trained on knowledge of drink varieties.• Assisting with housekeeping: stripping the rooms after guests depart, changing towels and linen. Remaking beds, cleaning bathrooms, vacuuming, dusting, general cleaning and changing the teas and coffees.• Bagging up of laundry to be taken by a supplier and cleaned.• Some occasional kitchen portering work - operating the dishwasher and putting away items used within the kitchen and dining rooms.• Knowledge of the chemicals required, ensuring compliance with food safety regulations (training provided).• Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision-making.</p>	<ul style="list-style-type: none">• Hotel Standards rating inspection score.
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Skills

- Self-motivated/ Industrious
- Proficient in IT systems and able to use standard software.
- Excellent communication skills

- Proven experience of the hospitality industry

Qualifications & Experience (where applicable)

Essential

- Knowledge of hotel operation

Desirable

- Level 2 Food Safety
- Experience of the Hospitality industry

Version	Created/updated by	Date
1:0	Laura Ghaleb	03/07/2023