

Job title: Lodges and Camping Assistant

Core information

Location: Leckford Lodges and Camping	Profession: Hospitality - Food Service & Housekeeping
Reports to: Manager, Leckford Lodges and Camping	
People Management: No Assignment Management: No	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8
Number of direct reports: 0	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 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.

Working in the restaurant and bar this is a customer facing role in which the Partner operates as a member of the hotel team. A self-motivated individual is required who openly demonstrates a drive for delivering a great guest experience with a commitment to achieving sales and cost targets.

Working in the Kitchen, compliance with all food safety policies, procedures and practices are essential. This role will include preparing and cooking a small range of breakfast items as well as preparing, cooking and delivering a small takeaway menu in the evening.

Working in Housekeeping is a 'behind the scenes' role in which the Partner operates as a member of the hotel team to deliver the total guest experience. The role can be physically demanding and requires an appropriate level of fitness and practical dexterity.

Takes responsibility for own learning and self development and plays an active role in department activity.

Demonstrates a flexible and positive approach to tasks and uses skills and knowledge to support and train. Works in other areas of the hotel, both front of house and behind the scenes, as requested by hotel management.

Primary Outcomes & Accountabilities

Partner

- Shares knowledge and expertise with colleagues to develop department and hotel performance.
- Demonstrates flexibility to support across other areas of the hotel and departments when required.

Customer

- To be a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.
- To meet all legislative requirements for your home department and other areas of the hotel that you may work across.
- Deliver agreed key performance measures for your department.
- To resolve customer queries or complaints at the first point of contact.

Sales

- Where applicable, achieve sales targets by actively promoting the hotel offer and upselling where possible.
- Offer advice and recommendations based on guest requirements.

Profit

- Carry out stock control processes to manage wastage and minimise loss.
- Identify and communicate opportunities for continuous improvement and greater efficiency.

Measures of success

Partner

- Line manager and Partner feedback.

Customer

- Line management and Guest feedback on delivering a first rate guest experience.
- Achieve the hotel standard for customer service.
- Hotel Standards rating inspection score.

Sales

- Contribute to the achievement of department sales targets.

Profit

- Contribute to the achievement of department GP targets.
- Contribute to the achievement of department wastage targets.

Skills

This is a varied role with partners working across Housekeeping and Food Service. Duties can change daily and involve working in the kitchen, the bar or on housekeeping and therefore candidates should have a willingness and ability to adapt to work in other areas of the business.

Qualifications & Experience (where applicable)

Essential

- IT skills.
- Good communication skills.
- Attention to detail.
- Good organisational skills and ability to multi task
- Experience with basic food preparation

Desirable

- Experience working in a Restaurant or Bar or willingness to learn
- Experience working in a Housekeeping/cleaning role or willingness to learn

- Experience working in a commercial kitchen or willingness to learn

Version	Created/updated by	Date
1.0	Dan Preston	28/06/2023