

**Job title: Partnership Hotels- Front of House Assistant**

Location:	Profession: People - Health and Wellbeing
Reports to: Manager, Food Services	
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 customer experience that is unrivalled in the marketplace.
- Interacting with guests, sharing product knowledge on drinks and food.
- Taking orders, checking back, and assisting with queries.
- Liaising with the kitchen team to fully understand the menu.
- Development of knowledge of food and wine.
- Clearing down and setting tables.

Measures of success

- Line manager and Partner feedback.
- Guest feedback on delivering a first rate guest experience.
- Achieve the hotel standard for customer service.
- Hotel Standards rating inspection score.
- Compliance to food safety policy.



<ul style="list-style-type: none">• Working behind the bar, serving drinks and taking orders for food.• Working as part of the events team to deliver the catering element.• Upselling and recommending foods/drinks where appropriate.• Resolving guest queries/complaints at the first point of contact.• Following the opening and closing duties of the operation.• Upholding all policies and standards of food hygiene.• Cash handling in accordance with hotel standards.• Completion of daily and weekly cleaning schedules.• Correct use of PPE.• Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department.• Upselling and recommending foods/drinks where appropriate.• Assisting with some kitchen duties when necessary – sandwich prep for example. (Brownsea) <p>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> <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>	
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Skills <ul style="list-style-type: none">• Communication and Listening Skills	Excellent communication skills to work well with the team. Active listening skills to take instruction & feedback from senior members of the team.
<ul style="list-style-type: none">• Customer Service	Excellent customer service skills to anticipate and meet guest needs. Handle inquiries and requests effectively. Resolve complaints professionally and calmly. Create a positive and welcoming atmosphere. Go above and beyond to ensure guest satisfaction.
<ul style="list-style-type: none">• Teamwork	Active member of the team, ability to support other areas of the kitchen, sharing ideas, information and feedback
<ul style="list-style-type: none">• Flexibility	Flexible to adjust to the multiple needs of the role. Flexible to change shifts to support the operational needs of the business



Qualifications & Experience (where applicable)

Essential:

Experience in a customer service environment

Remain calm under pressure

Ability to multi task or take multiple instructions or customer service requests

Desirable: Level 2 Food Safety

Knowledge of hotel or conferencing operation

Version	Created/updated by	Date
2.0	Hotels Recruitment Administrator	April 2025