



Hotel Leisure Assistant - FOH

Location: The Odney Club	Profession: Catering Hospitality
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 provide consistently outstanding customer service as a warm and friendly Partner, excelling in both bar and restaurant operations, and flexibly supporting other hotel departments to ensure an unrivalled guest experience and contribute to the and profitable running of your hotel in order to achieve business and personal objectives, along with those of your team and the hotel. We value and welcome everyone at the John Lewis Partnership. We want to be the most inclusive business in the UK, representing and connecting with all the different communities we serve.

Primary Outcomes & Accountabilities

Represent our brand well by always giving our guests and team members excellent service.

- Interacting with guests, sharing product knowledge on drinks and food., while taking orders, checking back, and assisting with queries, clearing down and setting tables, as per operational standards
- Liaising with the kitchen team
- Resolving guest queries/complaints at the first point of contact.
- Upholding all policies and standards of food hygiene and cleanliness, including the completion of daily and weekly cleaning schedules
- Payment handling in accordance with hotel standards.

Measures of success

- Positive Guest and team member feedback having delivered a first-rate guest experience.
- Achieve the business standard for product knowledge and expertise.
- Compliance with Food Safety and Partnership procedure
- Recognise that your work impacts the hotel's inspection pass rate, specifically concerning the quality and presentation of its food.



<ul style="list-style-type: none"> • Correct use of PPE. • Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department. • Assisting other departments within the hotel when required. • Development of personal knowledge of food and drinks, allergen awareness and confidently dealing with guest allergen queries. • Supporting the implementation of changes to ensure continuous innovations and improvements are made within the department. • Act in line with the Partnership's goals and democratic rules, working together as co-owners, and showing customers and colleagues that this is a better way to do business. • Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. • Keep learning and growing in your job and as a person. Look for ways to do more, do better, or do things differently. Always be involved and share your knowledge in your profession • Value the diverse experiences people bring to the Partnership, as this helps us make fairer and better decisions 	
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<p>Skills</p> <ul style="list-style-type: none"> • Self-motivated and industrious, with a natural flair for guest service and a keen interest in hospitality. • Basic knowledge of IT & POS systems and able to use standard software. • Excellent communication skills • Proven experience of the hospitality industry is desirable.
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<p>Qualifications & Experience (where applicable)</p>
<p>Essential: Experience in a customer service environment Remain calm under pressure Ability to multi task or take multiple instructions or customer service requests</p>
<p>Desirable: Level 2 Food Safety</p>

Version	Created/updated by	Date
2	<i>Hotel General Manager - Bala</i>	2/11/25