



Job Description & Person Specification

Job Details

Chef de Rang

Role Purpose Statement:

- To deliver an excellent dining experience for members and guests, ensuring high levels of customer service and professionalism at all times

Main Accountabilities:

Service Delivery/Operations

- Assist and supervise members of staff in order to provide a good standard of service
- To function as part of a team that is beneficial to the Club
- Prepare your section to set standards prior to service, ensuring all mise en place is fully prepared, carrying out daily schedules and collecting required items from stores
- Engage in polite professional conversations with members and guests, using the members name and title as appropriate at every opportunity
- Seek opportunities to deliver above and beyond, and promote other areas and services within the club

Service Quality

- Deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all members and guests, anticipating their needs, so as to leave them with a positive experience
- Keep up to date with all food and beverage menus, current promotions and new products to enable you to serve and recommend to our members and guests
- Receive comments, complements and complaints from members and ensure that these are passed to the manager on duty to action
- To follow and complete any instructions given to you by any senior member of staff

Team Work

- Ensure that you respect and support your fellow work colleagues and work collaboratively with other department to good levels of team work and collaboration

Cost Control

- Ensure that all member orders are recoded correctly and put through the EPOS system accurately
- Handle payments from members ensuring that the correct itemised bill is presented and payment is received and processed according to departmental standards

Health and Safety/Compliance

- Comply with all club policies and procedures
- Comply and enforce the law in respect of the Licensing Act as applies to the Royal Automobile

Club

- Attend statutory training and comply with health safety and fire procedures at all time

Person Specification

Qualifications & Training	
Essential	Desirable
GCSE/A Levels in English & Maths	<ul style="list-style-type: none"> • NVQ or equivalent in Food Service • NVQ or equivalent in Customer service • Basic food hygiene certificate
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • 1 year customer service experience in a quality restaurant • 1 year experience working within a busy restaurant • Complaint handling and resolution 	<ul style="list-style-type: none"> • Knowledge of Electronic point of sales • Experience working in a 4*/5* property
Skills and Abilities	
Essential	Desirable
<ul style="list-style-type: none"> • Good interpersonal skills • Highly presentable • Good communication skills and able to converse with members in English 	<ul style="list-style-type: none"> • Team leader experience • Accountability for a section
Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> • Good attention to detail • Teamwork • Hard working • Honesty • Well presented • Polite • Warm / Welcoming 	
Values	Core Behaviours
Heritage Excellence Accountability Respect Trust	Focused Passionate Team Player Integrity Responsible