

# THE LAUNDRY

*All Day Bistro & Wine Shop*

## **FOH / Waiters - Up to £13 after probation**

The Laundry Restaurant in Brixton, part of the Heist Hospitality Group, has been inspired by and created in part to honour the Edwardian heritage of the restaurant's building, Walton Lodge on Coldharbour Lane in Brixton. The Laundry is a place to enjoy everything from takeaway coffee and breakfast dishes at our bustling bar and restaurant, to cocktails and a full a la carte menu on the terrace at sundown. Our ethos is anchored in delivering casual dining experiences, supremely. Inspired by the traditional neighbourhood bistro our new world heritage and flair brings this all-day concept to life 7 days a week.

## **ROLE**

We require reliable, passionate, customer service focused team members, looking for a longer-term role. Working alongside other Front of House Team members and being led by the Floor Manager and Restaurant Manager. Your role and responsibility is to ensure that The Laundry clients receive a friendly and knowledgeable welcome on arrival and that service runs smoothly until the customer departs. Your primary responsibility will be to eventually run a section of the restaurant, ensuring customers spend meets financial targets and that they have the most fabulous experience at the Restaurant..

## **RESPONSIBILITIES**

- Accountable for outgoing, distinctive and perfect customer service, every shift.
- Ensuring full compliance with all relevant policy and legislation
- Communicate all customer feedback diligently
- Work exceptionally well in a team environment whilst managing your own sections
- Open to learning new skills, including Bar or Barista
- Maintaining excellent standards of service and quality at all times

## **REQUIREMENTS**

- Have experience working in the hospitality industry.
- Customer-focused, have the insight to go the extra mile
- Be ambitious, hard working and charismatic
- Remain friendly at all times with colleagues and customers
- Ability to multi-task and work in a fast-paced environment
- Have a genuine passion for outstanding food and drink service
- Self motivated, self starter and the enjoyment of being 'hands on'
- A desire to learn from, evolve with and add value to The Laundry Restaurant and its vision

## **The Laundry promises:**

We offer industry leading packages across all levels of our team members, other perks (Generous tips/tronc, pension, bonus schemes, food, uniforms, discounts on wine, plus more) including our commitment to your training and progression.