

# HICKORY

**Job Title:** Front of House & Bar Team Members

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**Do you have the appetite to join a dynamic & collaborative business?**

## **Purpose of the role**

We seek passionate individuals, with performance potential based on our company ethos. Our front of house team members undertake many duties before, during and after events depending on their schedules and client/event manager requirements. You will be adaptable, dependable and take initiative while on duty.

You will be a Hickory ambassador, representing the brand and delivering outstanding customer service.

We are in the business of creating memories, and you will play a pivotal role in helping us do this. Due to the nature of the role all applicants must be over 18 years of age.

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## **Key Responsibilities:**

- Undertake mandatory licencing training using FLOW
- Ensuring that the opening and closing procedures are followed at all events
- Deliver outstanding customer service and helping achieve the highest of standards in guest satisfaction
- Assist with drinks and food service
- Assist with maintaining the upkeep and condition of all venues
- Reliable availability to meet the demands of the business
- Regularly attend team training/events
- Assist colleagues in delivering a range of events
- Follow and enforce health and safety requirements at all time

## **Skills and Capabilities:**

- Exceptional customer handling skills
- Committed to delivering a quality customer service
- Exceptional organisational skills
- Effective communication skills
- Ability to think on your feet
- Confidence to talk with clients and event guests
- Highly presentable

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- Flexible and adaptable
- Responsive to needs of customer and colleagues
- A team player
- Ability to acts as an ambassador for the Company

## Hours

- You are employed on a 0 hours contract
- Shifts can be booked on Hickory's scheduling software
- The minimum shift we'll ask you to work is 4 hours

## Pay

- Hickory is proud to be a National Living Wage provider.

## Location

- Hickory is mainly based in the Lothians however some travel may be required.