

Bistro at the Distillery

About

Join a busy, inspirational environment at the Bistro at the Distillery creating exciting bistro-style cuisine using local produce.

The Bistro at the Distillery offers a full day and evening informal dining experience at the award-winning visitor attraction, The Lakes Distillery. Interesting, colourful and ever-changing menus are served in our beautiful refurbished Victorian farm. The kitchen produces simple, honest and generous British menus using local and regional ingredients. The Bistro hosts a calendar of events as well as running a private dining and parties.

You'll join a passionate team headed up by Head Chef Paul McKinnon and Terry Laybourne of 21 Hospitality Group in Newcastle as Consultant Chef. Paul and Terry's wealth of experience forms a creative and inspirational environment for aspirational chefs and those looking for a successful hospitality career.

The Bistro at the Distillery has been successfully trading for over three years, and has secured a series of hospitality awards including TripAdvisor Certificate of Excellence, contributing to The Lakes Distillery's VisitEngland Gold Award, and regularly winning the OpenTable Diners' Choice awards.

Benefits include:

- Straight shifts - 5 days on, 2 days off, 48 hours per week
- Share of gratuities through a tronc scheme across the distillery site and Bistro team
- 25% staff discount to be used in the distillery shop or Bistro dining
- Full uniform & meals provided whilst on duty
- Inspirational supplier trips, training and experiences, eg. distillery tours & tastings
- Passionate independent team
- Modern state-of-the-art kitchen facility
- Accommodation may be available for the right candidate
- Beautiful setting and environment next to Bassenthwaite Lake

THE ROLE:

Assistant Bistro Manager

Supervising service and waiting staff in the restaurant to maximise customer satisfaction and profitability .

KEY RESPONSIBILITIES

- To ensure the smooth, courteous and efficient service and hospitality to guests in the restaurant
- To participate in employee training and maintain a consistently high quality of service to guests
- To uphold and maintain a strong team spirit and enjoyable work atmosphere
- To communicate to employees the company policy and practice, where this relates to their jobs.
- Organise briefings when necessary
- Performs all service duties of the restaurant

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- To assist the Manager in controlling seating/reservations
- To monitor the presentation of all food and beverages and standards of service ensuring they meet with the standards laid down by the restaurant and company, and to advise the Manager where unsatisfactory standards are identified
- To liaise with the Manager or Head Chef as to any dishes to be added or deleted from the menu
- To ensure the restaurant or designated area is at all times maintained in a clean and tidy condition and that menus, crockery, cutlery, etc. are put away correctly
- To ensure that sufficient stocks of crockery, cutlery and menus are available for service

LAWS, REGULATIONS AND POLICIES

- Monitors and ensures colleagues follow all applicable laws, especially with regard to food safety and sanitation, and alcohol regulations

HUMAN RESOURCES MANAGEMENT

- Checks that the team meets and exceeds guest expectations by training and inspiring staff on the job to provide Yes I Can! Service
- Identifies, and is asked by Bistro Manager to carry out skills training to provide consistent, knowledgeable, and reliable service
- Coaches effective employee relations between kitchen production and restaurant service
- Looks for ways to motivate and challenge employees

HEALTH AND SAFETY

- Reports all potential and real hazards immediately
- Fully understands the restaurant's fire and emergency procedures
- Ensures that emergency procedures are enforced to provide for the security and safety of guests and colleagues
- Coaches colleagues to work in a safe manner that does not harm or injure self or others
- Anticipates possible and probable hazards and conditions and either corrects them or take action to prevent them from happening
- Ensures that the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct is maintained by all employees in the department

GENERAL

- Works actively to minimise complaints from guests
- Stays abreast of applicable liquor laws, restaurant rules and restaurant limitations
- Checks that all food and beverage sales are registered and paid for appropriately
- Checks the restaurant reservations to be aware of VIP guests, and uses name when appropriate
- Attends meetings and training required by the Bistro Manager
- Accepts flexible work schedule necessary for uninterrupted service to restaurant guests
- Maintains own working area, materials and company property clean, tidy and in good shape; reports defective materials and equipment to Restaurant Manager
- Continuously seeks to endeavour and improve knowledge of own job function

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PERSONAL SPECIFICATION

- Is well updated on, and possesses solid knowledge of the following: - Restaurant fire, bomb and emergency procedures
- Restaurant health and safety policies and procedures
- Restaurant facilities and nearby sights of interest and importance (i.e. hospitals, stations, tourist sights)
- Current alcohol and liquor licensing
- Accepted methods of payment by the restaurant
- Restaurant and corporate marketing and promotional programmes
- Corporate clients, returning guests, and guests generating high business volume

How to apply

If you'd like to join our team, send us an email with your CV to tomwilliamson@lakesdistillery.com .

Applications for the role of Commis Chef will only be considered if we are provided with a full CV and cover letter detailing your recent work experience in a similar capacity with dates of employment. You must have eligibility to work in the UK. Please note, only suitable applicants will be contacted and incomplete CVs will not be considered. This document outlines the duties required for the post for the time being, to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

Own Transport desirable.

Job Type: Full-time

Salary: Competitive plus gratuities