



Bistro Server

Based at The Lakes Distillery, near Bassenthwaite Lake, Cumbria.

With a focus on freshness, flavour and simplicity, Bistro at the Distillery aims to showcase the best regional ingredients and offers a full-day informal dining experience in the heart of an award-winning visitor attraction.

Interesting, colourful, and ever-changing menus are served in the beautiful refurbished Victorian farm where you will join a passionate team.

Successfully trading for over six years, our Michelin Guide recommended Bistro has secured a series of hospitality awards including the TripAdvisor Certificate of Excellence and contributing to The Lakes Distillery's Visit England Gold Award.

Come and join a busy, inspirational environment using the best local produce to create exciting bistro-style cuisine.

The role.

Reporting to the Bistro Service Manager, we are looking for experienced serving staff who can ensure all customers that enter the Bistro have an experience in line with the Lakes Distillery 5-star brand values.

We look for people with passion and enthusiasm, who care about quality with a desire to learn and improve. In return, we offer plenty of support, lots of opportunities to show initiative, a friendly teamwork atmosphere, plus the chance to gain different experiences within The Lakes Distillery.

Main duties and responsibilities.

This is a typical list of duties and not necessarily exhaustive:

- To offer smooth, courteous and efficient service and hospitality to guests in the restaurant.
- In-depth knowledge of the menu and any allergen information.

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The Lakes Distillery, Bassenthwaite Lake, Cumbria CA13 9SJ
Distillery: 017687 88850 Head Office: 0191 2559800 Email: info@lakesdistillery.com [@lakesdistillery](https://www.lakesdistillery.com)
The Lakes Distillery Company plc Reg No. 7769363 VAT No. 122 6122 61



- 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.
- Performs all service duties of the restaurant.
- 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 & Policies:

- To monitor and ensure colleagues follow all applicable laws, especially regarding food safety and sanitation, and alcohol regulations.

Health and safety:

- Reports all potential and real hazards immediately.
- Fully understands the Bistro fire and emergency procedures.
- Ensures that emergency procedures are enforced to provide for the security and safety of guests and colleagues.
- Anticipates possible and probable hazards and conditions and either correct them or take action to prevent them from happening.
- Ensures that the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct are maintained.

General duties:

- Works actively to minimise complaints from guests.
- Checks that all food and beverage sales are registered and paid for appropriately.
- Attends meetings and training required by the Bistro Manager.

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- Accepts flexible work schedule necessary for uninterrupted service to Bistro 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.

If you would like to join us on our journey, please forward your CV to careers@lakesdistillery.com.

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