



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Front of House Team Member</b>
<b>Internal Reference</b>	BBUMK-131
<b>Business Unit / Group Function</b>	BBU
<b>BU Team / Sub-Function</b>	Marketing – Visitor Services
<b>Location</b>	Dufftown
<b>Team Leader Role</b>	Front of House Co-ordinator / Team Leader
<b>Role Level</b>	5
<b>Team Members</b>	No
<b>Role Purpose</b>	
To undertake front and back of house tasks that deliver exceptional food and beverage service in keeping with a luxury hospitality environment.	
<b>Accountabilities</b>	
<ul style="list-style-type: none"><li>• Welcome, host and deliver food and beverage services in line with luxury service standards across all environments. (Delivery)</li><li>• Support back of house functions in accordance with service standards and operating procedures housekeeping of service area, maintaining stock levels, close-down etc. (Delivery)</li><li>• Consistently deliver outstanding end-to-end customer service in an exceptional environment. (Quality)</li><li>• Accurately operate retail systems (e.g. EPOS) and ensure daily reporting data is documented. (RP)</li><li>• Ensure that public safety and safe working practises are adhered to in accordance to required legislation, site policies, and HMRC compliance. (HS/OC)</li><li>• Contributes appropriately to team meetings and supports the implementation of team plans, cross-team projects (e.g. large events &amp; VIP hosting) and continuous improvement projects. (CT)</li><li>• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy</li></ul>	
<b>Created by:</b>	Murray Hope
<b>Creation Date:</b>	01/01/2021
<b>HRBP:</b>	Mark Beattie
<b>Date of last revision:</b>	05/05/2023