



# Job Description – Front-of-House Team Member

## *The Abbey Inn, Byland*

**Report to:** Restaurant Manager

**Hours:** 4 days per week (Thursday – Monday). Approximately 45 hours per week

**Holiday Entitlement:** 21 days per annum

**Salary:** £26,500 per annum plus service charge

**Location:** The Abbey Inn, Byland (near Wass), YORK, YO61 4BD

### *Overview*

We are looking for a dedicated, hardworking individual with a passion for hospitality to join our team at the Abbey Inn, Byland; our new pub with three-ensuite bedrooms opening in late May.

This is a rare and unique chance to be part of the launch of a brand-new venture for the Tommy Banks Group; comprising of our two Michelin-starred restaurants *The Black Swan at Oldstead* and *Roots York*, premium at-home dining service *Made In Oldstead*, and canned wine business *Banks Brothers Drinks*. We are looking for someone who thrives working with and in a team, with a passion for delivering service excellence and understanding of our values and ethos.

This is an exciting opportunity for someone who is eager to progress a career in the fine-dining pub sector and, as such, previous experience will be considered secondary to your own disposition and character – a great attitude, ability to work well in a team and a willingness to learn is all we ask for!

In turn we offer the chance to work in a professional, friendly environment, with full, ongoing training provided within our brilliant team - from Michelin-star standard service to cocktail creation and in-depth wine knowledge, whilst working daily with exceptional, seasonal homegrown and foraged ingredients from our farm, garden and the local area.

### *The role and responsibilities*

- Being the face of The Abbey Inn; delivering our ethos and values to ensure a memorable customer experience.
- Front-of-house service, including taking orders, provision of food and beverages and janitorial duties
- Providing the attention to detail that we need to push standards forward.
- Ensuring high levels of customer service at all times to always meet our guest's expectations to enhance and maintain The Abbey Inn reputation.
- Building a strong product knowledge so our food, beverages and ethos can be communicated to guests
- Working with the front-of-house management and kitchen to ensure clear communication to enhance the guest experience.

### *The Person*

- A mature outlook
- Quality driven
- Impeccable attention-to-detail
- Excellent communication and organisational skills
- A friendly and approachable manner
- A genuine passion for the hospitality industry

### *The benefits of working with us*

Our people are the most important part of our business, and we provide a fantastic place to grow and develop your skills with excellent pay and good work/life balance. We offer:

- Competitive salary and service charge
- Sickness Pay
- Staff accommodation (subject to availability) or help relocating to the area

- Staff discounts across the group
- Career development and internal and external training opportunities
- The opportunity to work in a growing and exciting business that invests in its people
- The chance to train and learn under Michelin-starred standard hospitality professionals
- The opportunity to work with exciting, interesting, and seasonal ingredients that we have grown, foraged or preserved.
- Freshly cooked staff meals

*How to apply*

To apply, please send your CV and covering letter to Matthew and Group General Manager, Emma via [careers@tommybanks.co.uk](mailto:careers@tommybanks.co.uk)