



# GOODWOOD

## The Role

The **Casual Front of House Assistants** will be part of the catering team based at The Motor Circuit.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

## Our Values

### The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

### Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

### Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

### Sheer Love of Life

We want to make everyone feel special by loving what we do.

## Purpose of the role

To provide a high level of service to all our customers, internal & external

## Key responsibilities

- Using a till
- Serving customers
- Making hot and cold beverages
- Taking out food and clearing tables
- Making sandwiches and assisting with food preparation
- Able to respond appropriately to customer queries
- Knowledge of H&S, Food Hygiene and adhere to cleaning schedules

- Carry out any other reasonable requests made by the Manager and Supervisor

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Excellent communicator</li> <li>• A good team player</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- You need to be a people person with excellent customer service skills
- A good standard of education is required along with fluency in spoken and written English
- Experience of working in a customer facing role, ideally within the hospitality industry
- Your own, or reliable transport.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	2
Communication & Trust	1
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	1