

Job Description

Job Title: Service Team member

Hours: 20+ hours per week

Salary: £12.67 per hour

Reports To: Head Chef

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to careers@theotherpalace.co.uk Please include your current notice period (if any) and when you would be available to start.

The deadline for applications is Sunday 17th March 2024, however, interviews will be held during this period so please don't wait to apply!

Main Purpose

The Other Palace is looking for motivated and enthusiastic Service Team members for our first in house restaurant. This is an invaluable role where you will provide excellent customer service and support our kitchen team in making sure all food orders are taken accurately, (most importantly allergen information), as well as ensuring the front of house area is kept clean and inviting to all guests as well as providing a friendly, vibrant atmosphere.

The Service Team are an integral part of the restaurant, ensuring we always adhere to high food hygiene and service standards.

The Other Palace are firm believers in creating a 'family feel', where being supported in personal and career development will always be catered for where possible.

The key elements of the role include:

1. Taking table bookings in person and over the telephone
2. Ensuring the front of house area is clean, and set up ready for service
3. Ensuring the restaurant area is always free from hazards in line with Health and Safety protocol.
4. Greeting customers on arrival, providing great customer service for the duration of their experience including but not limited to: taking orders accurately and in a timely manner, ensuring you are always aware of any menu items that are unavailable. Having up to date knowledge of allergen changes to menu recipes or new 'Specials'. Knowledge of the drinks menu would also be
5. Accurate use of the till system, and cash handling (training will be provided)
6. Knowledge of the events and performances in the building to give an all-round experience.
7. Any other duties appropriate to the post and under the Equalities Act with due considerations to any employees with a "protected characteristic" and within the framework of equal opportunities.

General Information

The Other Palace is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant. Having previously been leased to outside caterers, this new venture sees the Restaurant being opened in house for the first time under the management of Bill Kenwright LTD. This is a unique opportunity to be involved in the start-up of our restaurant, helping to shape and nurture this empty space into a hub of the venue and become part of the 'event' in its own right.



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Personal Development:

1. Ensure personal mandatory training is up to date
2. With the help of the Head Chef and Theatre Manager, review own work against the requirements for the role and identify any development areas
3. Alongside the Head Chef, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.