



# Job Description – Commis Waiter

## *The Black Swan at Oldstead*

*Oldstead, North Yorkshire, YO61 4BL*

**Reports to:** Restaurant Manager

**Hours:** 5 days per week (Tuesday - Saturday). Approx. 45 hours per week

**Holiday Entitlement:** 28 days per annum (inc. Christmas closure)

**Salary:** £23-25,000 per annum + service charge paid monthly (approx. £5-6k per annum)

### **Overview**

We are looking for a dedicated, hardworking individual with a passion for hospitality to join our team at the Michelin starred Black Swan, Oldstead. This is an exciting opportunity for someone who is eager to begin a career in the fine-dining 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**

#### *Service Responsibilities*

- Service – Being the face of the Black Swan in the restaurant.
- Focus on food running to increase the guest experience.
- Ensuring high levels of customer service at all times to meet our guest's expectations and to enhance and maintain the Black Swan's excellent reputation.
- Attention to detail that we need to push standards forward.
- Having a sense of urgency to complete all checklists and provide exceptional service.

#### *Off-Service Responsibilities*

- Build a strong product knowledge and have the ability to explain all food to guests.
- Ensure restaurant cleanliness is maintained to company standards and expectations set.
- Set up and close down checklists to be completed every day, ensuring all sections have the correct mise-en-place for service.
- Attend staff training sessions and team meetings to ensure a good understanding of the ethos and expected standards.

### **About you**

- Sets and strives to achieve high personal performance standards
  - Plans and organises well
  - Manages time and resources effectively
- Actively seeks opportunities to develop and learn from experience at all levels
  - Communicates openly and clearly both verbally and in writing
    - Self-reliant; confident working on initiative
    - Adapts quickly and positively to new situations

### **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 a good work/life balance. We offer:

- Staff accommodation (subject to availability) or help relocating to the area
  - Every Christmas & New Year Off
  - Private health insurance (After 18 months service)
  - Staff discounts across the group
- Career development and internal and external training opportunities
- 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 to Group General Manager, Emma and Restaurant Manager, Seamus via [careers@blackswanoldstead.co.uk](mailto:careers@blackswanoldstead.co.uk)

### **Find out more**

Enjoy lots of behind-the-scenes action of life at the Black Swan by following us on Instagram – [@blackswan\\_oldstead](https://www.instagram.com/blackswan_oldstead)

