

Job Role Specification: Front of House Staff – Edenwood Place Events Venue

Job Title: Front of House Staff

Location: Edenwood Place (ME20 7EZ)

Reports to: General Manager

Salary: From £10 per hour, based on experience

Other Benefits: Staff discount, pension

Employment Type: Zero-hour contract

Role Overview

We are looking for a skilled and enthusiastic Front of House Staff to join our team at a vibrant events venue. In this role, you will provide exceptional customer service and ensure guests have a memorable experience. The position is well-suited for individuals with a passion for hospitality, a love for bartending, and the ability to thrive in a fast-paced, dynamic environment. Our shifts range from early morning starts at 6am to late finishes at 3am, covering Monday to Sunday, including Bank Holidays. Flexibility is essential as the role will involve working varied hours.

About Edenwood Place

Edenwood Place is a versatile events venue set on the picturesque Blue Bell Hill, offering breathtaking views across the North Downs. Specialising in a wide range of events — from weddings, parties, and wakes to corporate functions and brand launches — Edenwood Place provides a memorable setting for every occasion, including a range of in-house events. Our dedicated team assists clients in coordinating their events, working closely with trusted suppliers to ensure every detail is perfect.

With the capacity to host elegant sit-down events for up to 75 guests or larger gatherings for up to 250 guests, our venue features a unique botanical-industrial feel and a variety of distinct spaces, creating the ideal backdrop for unforgettable celebrations and experiences.

Key Responsibilities

- Greet customers and take their orders promptly and accurately.
- Prepare and serve alcoholic and non-alcoholic beverages following recipes and company standards.
- Engage with customers in a friendly and professional manner, providing recommendations and answering questions about our food and drinks menu.
- Maintain cleanliness of the bar area, including restocking supplies and cleaning glasses, utensils, and equipment.
- Process payments using the POS system.
- Ensure compliance with all food safety regulations and guidelines.
- Collaborate with other team members to ensure smooth operations and excellent customer service.
- Assist with set up and close-down of events, to include the cleaning and maintaining of the Front of House.
- Adhere to all company policies, procedures, and safety standards.

Key Requirements

- Must be aged 18 or over.
- Experience working as a bartender, ideally in a fast-paced, high-volume environment.
- Flexibility in working hours, with availability for early morning and late-night shifts, as well as weekends and holidays.

- Ability to use POS systems effectively.
- To be able to work individually or as part of a team

Desirable Qualifications

- Bar experience
- Barista experience
- Food safety qualification
- First aid qualification
- Driving Licence

Personal Attributes

- Passionate about bartending and delivering outstanding customer service.
- Friendly, approachable, and able to engage with guests in a professional and positive manner.
- Strong attention to detail and ability to multitask under pressure.
- A team player with a collaborative approach and excellent communication skills.
- Reliable, punctual, and able to work independently when required.

Working Conditions

- Varied shifts with early starts (from 6am) and late finishes (up to 3am).
- Monday to Sunday shifts, including Bank Holidays.
- Fast-paced, events-based environment where no two days are the same.
- May involve periods of standing, bending, and lifting, especially during event set-up and close-down.

Application Process

Interested candidates should submit their resume, a cover letter detailing their experience and suitability for the role, and references to info@edenwoodplace.co.uk.

Shortlisted candidates will be contacted to attend a face-to-face interview for the role.