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# Hospitality Staff

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Start Date: July 2021  
Reports To: Mande Morris (Commercial Executive), Jodie Lillywhite (Bar Manager) and May Mason (Catering Manager)

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**Organisation:** Boreham Wood FC are an ambitious, community focused Football Club, who compete in the Vanarama National League. Since our promotion the National League in 2015, we have steadily become an established National League club, year-on-year competing for play-offs at Non-League's top table. The club enjoyed a historic 2018/19 campaign, securing fourth place in the National League and reaching Wembley Stadium, in the Promotion Final, whilst in 2019/20 the Club made it to the semi-finals of the play-offs losing to eventual play-off winners Harrogate Town.

Boreham Wood FC are looking for dedicated front of house team members including Bar Staff, Waiters/Waitresses and Hosts for casual hours to join our hospitality team. Working as part of a team directed by our Commercial Executive and Managers your role will be to ensure that all our sponsors and customers have an enjoyable experience.

We require you to be well presented, friendly, approachable and with an eye for detail. You must be able to work using your own initiative as well as working within a team. We want you to be as passionate about great service as we are.

The role will be based at the Club's Meadow Park ground, so it is expected that Applicants will live within easy travelling distance of our Stadium.

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## Roles & Responsibilities:

- Polite, courteous, and presentable at all times
- Have a professional and positive attitude
- Provide a welcoming atmosphere to all guests
- Happy to take direction
- Commitment to customer care with the ability to demonstrate it
- Active listening skills to ensure orders are taken correctly
- Taking food and drink orders to ensure prompt and accurate service
- Being responsible for cash handling, presenting, and collecting bills ensuring that payments are charged correctly
- Deal with sponsor/customer requests and queries
- Complete additional duties requested by a Manager or Supervisor
- Deliver service with a smile
- Attend mandatory and other training as required
- Comply with all company policies and procedures.

As these roles may require handling alcohol, applicants must be 18 or over.

Experience of working in a similar environment is desirable but not essential.

If you would like to apply for the position, please email your current CV to BWFC Commercial Executive Mande Morris on [mandeemorris10@gmail.com](mailto:mandeemorris10@gmail.com) stating **'Hospitality Staff'** in the subject line.

**OUR CLUB. OUR TOWN. OUR COMMUNITY.**