

Join us as an F&B Assistant

Where stays become stories.

CLASSIC LODGES®

About Classic Lodges

Classic Lodges is a privately owned hotel group established in 1992, with eight unique hotels set in some of the UK's most captivating locations. Each of our properties has its own character, history, and story to tell, from elegant country houses to charming coastal retreats.

About the Role

Role:	F&B Assistant
Department:	F&B
Hotel / Location:	Lakeside Hotel & Spa
Responsible to:	F&B Manager
Responsible for:	N/A

Purpose of the Role

To contribute to our purpose: "To create meaningful experiences that connect people, places and memory" by delivering warm, attentive food and beverage service that helps guests feel welcomed, cared for and able to enjoy memorable moments during their stay.

Activities Involved in this Role

- Welcome and serve guests in restaurant, bar or event spaces
- Take food and drink orders and deliver them efficiently and accurately
- Prepare and serve beverages, including tea, coffee and bar drinks where required
- Set up and clear tables while maintaining presentation standards
- Ensure service areas are clean, organised and well stocked
- Provide attentive service and respond to guest requests
- Process payments accurately using POS systems
- Support colleagues to ensure smooth service during busy periods
- Additional activities may be required in line with business needs

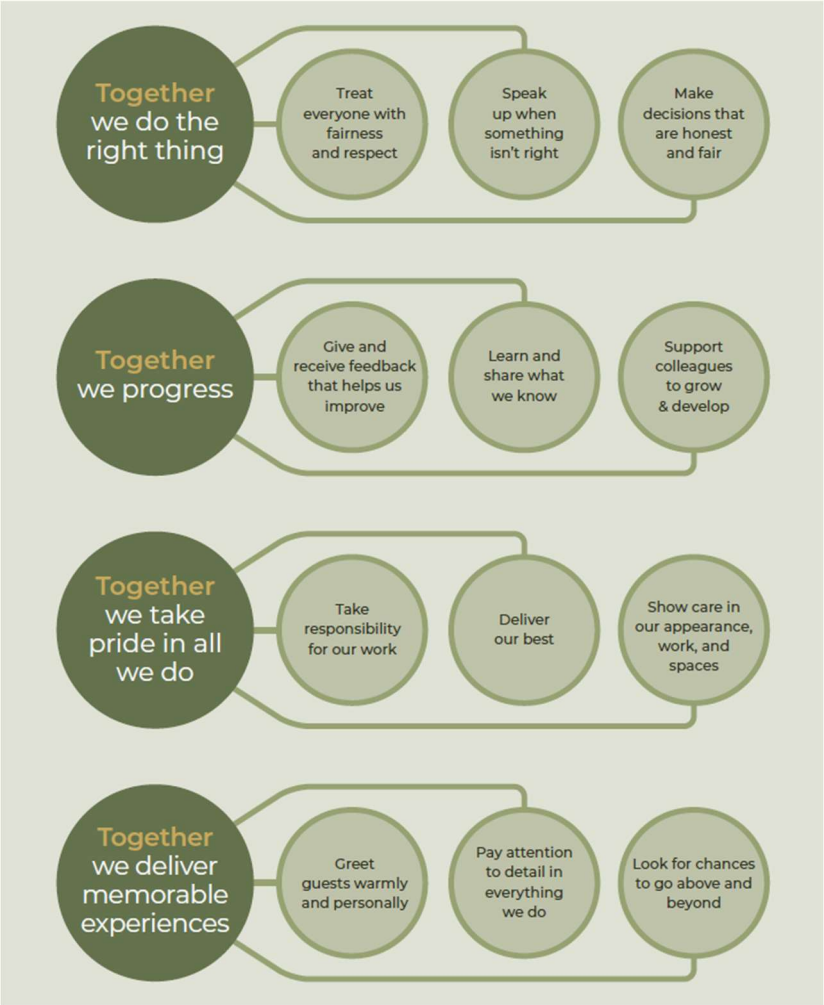
What Success Looks Like

- Guests feel welcomed, valued and well looked after during their visit.
- Food and drinks are served efficiently and presented well.
- Service areas remain clean, organised and ready for guests.
- Guest requests are handled promptly and professionally.
- The team works together to deliver a smooth and enjoyable service.

Our Values & Behaviours

At Classic Lodges, our values and behaviours are at the heart of everything we do. They guide how we work, how we treat each other, and how we create meaningful experiences for our guests.

In every role, living our values is just as important as the tasks you perform. By following our behaviours, you help make our hotels special for every guest and every team member.



What You'll Need to be Successful in This Role

Essential Core Skills	**Guest-focused mindset** Always thinking about the guest experience, taking pride in delivering warm hospitality and looking for opportunities to make each stay enjoyable and memorable. **Health, safety & hygiene awareness** Understanding the importance of maintaining safe, clean and hygienic environments for guests and colleagues, and following all relevant procedures and standards. **Reliability & professionalism** Being dependable, punctual and taking responsibility for your role, while representing the hotel with a positive and professional attitude. **Teamwork & collaboration** Working supportively with colleagues across departments, communicating openly and helping each other to deliver the best possible experience for our guests.

This role requires flexibility which may include weekends, evenings and peak periods in line with hotel operations.

To succeed in any role within Classic Lodges, candidates must show that their values and behaviours align with ours. This alignment will be evaluated throughout the recruitment process.