



The Hungry Guest

FRONT OF HOUSE

THE HUNGRY GUEST CAFÉ, WEST MALLING

Role: Front of House

Reports To: General Manager, Assistant Manager & Retail Supervisors

Employer: Market Town Foods Limited / The Hungry Guest

Location: West Malling, Kent, UK

Employment Type: Full Time/Part Time – Permanent

PETWORTH PLACES:

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

ABOUT THE HUNGRY GUEST:

The Hungry Guest is part of a group of companies established in 2010 and is a multiple-award-winning food brand (a double winner of UK delicatessen and farm shop of the year), The group also includes E. Street Bar & Grill, The Angel Inn, Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting new gallery and exhibition space.

ABOUT THE ROLE:

- The role of Front of House is to assist the management team in ensuring the successful smooth running of the store, Café and its operations.
- To understand our produce and engage our customers, making recommendations for shoppers on each visit.
- To create a warm and friendly environment and ensure company service levels are maintained.
- To ensure the shop floor is fully replenished and visually merchandised to a high standard.

MAIN RESPONSIBILITIES:

The primary duties are to ensure that the shop floor and Café are welcoming and inviting to customers, promoting our own Hungry Brands. They will be an accomplished barista and familiar with all of our bakery produce. They will actively support the team with any training and development by sharing knowledge.

EXPERIENCE AND SKILLS NEEDED:

Education and Experience (desirable):

- 1 year of experience in a high-end retail location
- A background in customer service, people management and/or food service
- A friendly, calm approach when dealing with customers.
- The ability to remain calm under pressure.
- Passion for upholding an exceptional customer experience.
- Commitment to continuous learning with ability to adapt and flex.
- Engaging personality with a passion for food.
- Able to manage own time and prioritise effectively.

WE OFFER:

- Staff discounts at all group outlets
- Complimentary meal during shift (for shifts in excess of 7 hours)
- Holiday entitlement of 28 days per annum including Bank Holidays (pro-rata for part-time roles).
- Uniform provided
- Refer a Friend Scheme Bonus of £100

To apply, please send your CV to recruitment@petworthplaces.com