The Paxton elevates what it means to visit your local - a cultural hub and space, in the heart of Gypsy Hill, South London that inspires creativity and imagination whilst also offering an authentic party experience. Brought you from the creative minds behind The Standard and West London’s infamous Notting Hill Arts Club - if there’s one thing we know how to do, it's how to show you a good time.

**Open Positions at The Paxton**

**Job Title:** Hostess

**Reports To:** M.O.D

**Job Summary**

The Hostess is responsible for making sure that our customers have the best possible experience from the second that they arrive to the second they leave.

Duties and responsibilities.

* To meet, greet and to be a welcoming face to all customers as they first enter the venue.
* To communicate with all waiter/managers via radio system.
* To be responsible for the Paxton’s phone and to ensure calls are answered in a timely manner.
* To wish all customers goodbye on their departure from the venue.
* To report any/all feedback to the manager on shift
* To take/manage booking in person, over the phone and online in accordance with the Paxton’s booking policy.
* To call to confirm any/all large parties on the day of the booking.
* To learn and be proficient in your knowledge of the Paxton’s food and beverage menu and to be able to to comfortably make suggestions and recommendations
* To monitor the restaurants activity to determine seating and dining flow.
* To provide waiting times to customers who have not pre-booked.
* To manage and create a calm atmosphere for any customers waiting in line.
* To provide a point of contact for customer feedback and helping to resolve any customer issues.
* To provide a personalised service and assistance for large parties of guests and VIPs
* To ensure cleanliness and hygiene standards are met in the front of house and entrance area
* Assisting with the opening and closing of the restaurant
* To always remember that you are a brand representative and to show the best of the Paxton.

**JOB TITLE:** Restaurant Server

**REPORTS TO:** M.O.D

**Job Summary**

The Restaurant server is responsible for providing excellent service ensuring customer satisfaction. Taking customer orders and delivering food and beverages. Making menu recommendations, answering questions and sharing any additional information with our guests.

Duties and responsibilities

* To have complete knowledge and understanding of all food and drink menus.
* To prepare the restaurant with colleagues for service according to the opening procedures and duties.
* To always be present in your allocated section.
* To ensure your section is clean and tidy
* To attend the daily briefing and to be prepared for service.
* To operate by the Paxton’s 5/10 Customer Service standards.
* To follow till and PDQ handling policy and record sales accurately.
* To be responsible for a section per day and full accountability of guests.
* To ensure clear communication with the food and drinks and the kitchen is kept throughout service
* To assist colleagues if required with table setting by collecting and placing appropriate tableware, eating utensils and napkins glassware etc
* To inform Manager about any customer feedback, requests or complaints
* To be a positive representation of the Paxton and Queens House Venues brand.

**Job Title** Food Runner

**Reports To:** M.O.D

**JOB SUMMARY**

The food runner is responsible for ensuring each customer’s food order is delivered promptly and without mistakes. You will organize food tickets, communicate with the chef and waiting staff to ensure each course is ready and delivered to the customer in the correct order.

Duties and responsibilities.

* To attend the daily briefings and to be prepared for service
* To always be present in your allocated section.
* To ensure your section is clean and tidy
* To ensure the food pass is kept clean and clear
* To be responsible for the management of the sauces and condiments.
* To deliver food orders from the kitchen to customers’ tables rapidly and accurately, using 3 plates of service or the Boston tray, serve all accompanying sauces and sides on a tray.
* To ask customers whether anything else is required after serving their meal.
* To be able read and organise tickets to ensure that the food is served to the appropriate guest and table
* To memorise the Paxton’s table floor plan.
* To know the servers per section on the day and act as the contact point with servers for any quest requests.
* To assist the wait staff if required with table setting by collecting and placing appropriate tableware, eating utensils and napkins
* To clear tables, remove dirty dishes and utensils as per Service standards
* To be able to answer guests’ questions about ingredients and menu items if asked
* To inform the Manager about any customer feedback or complaints.
* To be a positive representation of the Paxton and Queens House Venues brand.

**Job Title** Bartender

**Reports To:** M.O.D

**JOB SUMMARY**

The Bartender is responsible for making drinks, maintaining the appearance and cleanliness of the bar area, restocking shelves and fridges and the working of the bar area including the coffee machine. Bartenders must possess a large knowledge of drink recipes.

Duties and responsibilities

* To have complete knowledge and understanding of all drinks served throughout the venue.
* To prepare the bar with colleagues according to the opening procedures and duties.
* To always be present in your allocated bar section.
* To ensure your section is clean and tidy
* To attend the daily briefing and to be prepared for service.
* To operate by the Paxton’s 5/10 Customer Service standards.
* To follow till and PDQ handling policy and record sales accurately.
* To ensure clear communication the service team is kept throughout your shift
* To inform Manager about any customer feedback, requests or complaints
* To be a positive representation of the Paxton and Queens House Venues brand.

**Job Title** Head Bartender

**Reports To:** M.O.D

**JOB SUMMARY**

The Head bartender is responsible for overseeing the main bar area, the performances of the junior bar staff and for reporting to the manager on duty. The Head bartender is also responsible for making drinks, maintaining the appearance and cleanliness of the bar area, restocking shelves and fridges and the working of the bar area including the coffee machine. Bartenders must possess a large knowledge of drink recipes.

Duties and responsibilities

* To have complete knowledge and understanding of all drinks served throughout the venue.
* To deal with any complaints or issues from the public/clients
* Managing the bar team on shift
* Monitoring customer feedback and constantly looking at what to improve our offering.
* To prepare the bar with colleagues according to the opening procedures and duties.
* To always be present in your allocated bar section.
* To ensure your section is clean and tidy
* To attend the daily briefing and to be prepared for service.
* To operate by the Paxton’s 5/10 Customer Service standards.
* To follow till and PDQ handling policy and record sales accurately.
* To ensure clear communication the service team is kept throughout your shift
* To inform Manager about any customer feedback, requests or complaints
* To be a positive representation of the Paxton and Queens House Venues brand.

Ideally, we're looking for people with a minimum of two years experience - living within 2 miles of the site. Sound awesome to you? Email your CV across to info@thequeenshouse.co.uk with the job you're applying for in the subject line.