

## Restaurant Head Server

### About us

We have an exciting opportunity that offers plenty of scope to develop a successful career in hospitality within **Nottingham Venues**.

Set in 330 acres of the University of Nottingham's landscaped parkland **Orchard Hotel** is a stylish, award winning, eco-friendly hotel. With 203 bedrooms, a variety of meeting rooms and Bramleys restaurant and bar.

For more information, please visit [Nottinghamvenues.com](http://Nottinghamvenues.com)

### Main Purpose of the role:

We are seeking vibrant and hospitable **Head Server** to join our team at Bramleys, an iconic establishment soon to undergo a refurbishment program to become the leading bar and restaurant in Nottingham. As a Head Server, you will play a crucial role in creating a welcoming atmosphere for our guests, delivering wonderful dining experience, and contributing to our ambition of setting new standards in hospitality within the vibrant city of Nottingham.

If you are passionate about hospitality, eager to contribute to the transformation of our bar and restaurant, and excited to be part of a team striving to lead the way in Nottingham's culinary scene, we invite you to apply for the Lead Servers position at Bramleys.

Join us on this exciting journey as we elevate our venue to become a destination of choice for locals and visitors alike.

A career with Nottingham Venues Ltd, means variety, industry leading professional development, fun at work and career prestige.

You will work in a busy and hardworking team environment, where you will continually learn and develop. We know you love fabulous service: we want you to love your career just as much.

### As a Bramleys Head Server you will:

- Greet and seat guests in a friendly and professional manner
- Take food and beverage orders and ensure accuracy in delivery
- Coordinate with kitchen staff and management to ensure smooth service flow
- Provide recommendations on menu items and assist guests with any inquiries
- Train and mentor junior staff members on service standards and procedures
- Handle guest feedback and resolve any issues or concerns promptly
- Maintain a clean and organised work environment in compliance with health and safety regulations
- Embrace the vision of becoming Nottingham's premier restaurant and bar by delivering exceptional hospitality at every touchpoint
- Be an ambassador for Nottingham Venues and to enliven the company values at every interaction

**The ideal candidate:**

If you are passionate about hospitality, eager to contribute to the transformation of Bramleys and bar, and excited to be part of a team striving to lead the way in Nottingham's culinary scene, we invite you to apply for the Restaurant Host position at Bramleys. Join us on this exciting journey as we elevate our venue to become a destination of choice for locals and visitors alike.

**Essential skills/experience:**

- Proven experience as a Lead Server, Head Waiter, or similar role in a high-volume restaurant
- Enthusiasm for providing outstanding customer service and creating memorable guest experiences
- Strong knowledge of food and beverage service techniques and standards
- Excellent communication and interpersonal skills
- Ability to work effectively in a fast-paced environment and multitask under pressure
- Certification in food handling and safety is a plus
- Flexible availability, including evenings, weekends, and holidays
- Embrace the vision of becoming Nottingham's premier restaurant and bar by delivering exceptional hospitality at every touchpoint
- Be an ambassador for Nottingham Venues and to enliven the company values at every interaction

**Benefits:**

**As a talented member of our fantastic team, you will be rewarded with:**

- 25 days Holidays plus bank holidays, or a day off in lieu if contract requires you to work. PLUS, an extra day's holiday for each years' service (up to a maximum of 5 years)
- Real living wage employer
- Opportunity to be part of a contributory Pension scheme
- TRONC
- Free meals and refreshments when on duty
- Excellent training and development opportunities through our internal training program and support with professional qualification
- Discounts available for both yourself and friends and family in our hotels and restaurant
- Discounted membership at the University sports facilities
- Nottingham Venues discount platforms
- Employee recognition schemes including long service awards and monthly "Top of the tree" event
- Opportunity to earn additional payment by being a member of various employee committees
- Employee wellbeing support
- Full uniform provided
- £250 recommend a friend incentive

In May 2018, the data laws changed for the better. This means you have better control of your own data and how it is used. We want to reassure you that we treat your details carefully and your data



with the utmost respect. So we've updated our Privacy Policy to reflect how we collect, protect and handle your personal information.