

## **Servers / Waitstaff / Runners / Bar Staff**

Labyrinth Venues Limited

### **Job Details**

#### **Salary**

£12.50-15.00 per hour

#### **Job type**

Full-time

Part-time

## **Full Job Description**

Labyrinth Waterloo can be found at The Sidings - a new centre set within the former Eurostar terminal at Waterloo station. With 100 million journeys taken each year, the station is the UK's largest and busiest rail station.

### **The Rosarium**

We invite you to dine at Waterloo's exciting new food destination. A breath-taking twist on the quintessential English garden, where opulence with a touch of the surreal blends to magical effect.

Escape the everyday and enter our indoor garden of tranquillity for a dining experience which heightens the senses. THE ROSARIUM will take you on a gastronomic adventure by Executive Chef Harvey Ayliffe, with a capacity of 101 covers.

Our deliciously delectable menu includes afternoon tea and curious cocktails served as a performative experience. Dine in different ways; take brunch in our glass house, or under the parasols of our indoor terrace, or even organise a private dining experience in our secret garden – the choice is yours.

### **The Underland**

In the depths of Waterloo lies a mysterious realm to be discovered, where time shifts in peculiar ways, the shadows move and the cocktails are fit for a Mad Hatter's tea party.

Venture into a world where space shifts around you like the sands of time to fulfil your every need, be it a relaxing afternoon by the bar or a hedonistic evening of drinks and delights. Underland has a capacity of 274 guests, serving a wide variety of the classics as well as our own mad creations, alongside a selection of premium wines, beer and spirits.

## **The Part you'll play**

We are looking for like-minded colleagues, who live and breathe hospitality, and want to work in an environment that encourages you to be yourself and to share your passion and love for seasonal food, cocktails, music, entertainment and guest experience.

We want to create a sense of fun, and interaction, making our guests and colleagues feel welcomed, thrilled and excited. So our goal is to create a welcoming environment of inclusion and belonging allowing each employee to flourish and fulfil their potential.

The following provides an indicative but not exhaustive list of typical duties, roles, and responsibilities applicable to the team. You should:

- Have knowledge of alcoholic beverages, food, wine and spirits (position dependable)
- Provide friendly yet professional customer service when addressed by guests
- Undertake duties as presented by your line manager to ensure the effective and efficient operation of the restaurant and attached areas
- Work as a team member supporting and fostering all colleagues to ensure team efficiency and professionalism, as well as sharing knowledge across departments
- Be cordial to colleagues and guests, and learn all steps of service, and adhere to training provided in order to be well versed about our menus and offerings.
- Have good numeracy skills
- Be able to remain calm under pressure

## General Responsibilities:

- To ensure the delivery of high-quality and efficient service to all guests
- To assist the bar team with the delivery of quality drinks
- To implement and maintain high standards of guest experience
- To deal effectively with guest requirements.
- To undertake all designated duties with enthusiasm, commitment, and to a high standard at the best of your abilities.
- Follow the training program with success and in a timely manner
- Engaging and being proactive during working hours, and shift briefings

## Specific Duties Include:

- Greetings guests and guiding them through the experience.
- Clear and concise communication
- Attention to details, and willingness to take ownership of your responsibilities whilst supporting colleagues
- Take orders, being able to read guests providing recommendations, beverage pairings and checking for allergies.
- Table and time management skills
- Providing friendly and appropriate guest interaction
- Maintaining all areas of the restaurant, and back of house clean and organised, following legal requirements and Health & Safety legislation.

## What's in it for you:

As part of the crew, we love to have fun with a focus on our wellbeing at the heart of everything we do. In addition to a competitive salary, we offer a range of benefits that include:

- Package of up to £15 p/h plus tronc/service charge
- Meals when on duty
- Staff discount on shows and restaurant bookings
- Part Uniform provided
- Bespoke and online training programs to help you achieve your professional goals so you can be successful with us, side by side
- Days out for training with our partners
- Constructive and regular Performance Review system for internal progression
- Plus other exciting perks: employee of the month, prizes etc
- Company events
- Company pension scheme

**Work Location:** In person at The Sidings, Waterloo, London

**Expected start date:** 03/04/2023

**Apply:**

Please only apply via the link here which redirects you to Indeed:

<https://uk.indeed.com/job/new-opening-waterloo-servers-wait-staff-runners-bar-staff-94217bc4c23f9ecd>

If you have any questions regarding the role please email [jobs@thisislabyrinth.com](mailto:jobs@thisislabyrinth.com)