



THE OLD RAILWAY LINE

GARDEN CENTRE | RESTAURANT | FARM SHOP

Front of House Assistant Full Time 5 Days a Week

Join our warm, dedicated, and acclaimed catering team in a fantastic opportunity. We're seeking an enthusiastic, energetic individual who takes pride in delivering exceptional customer experiences. Previous experience is a plus but not a necessity.

Key Responsibilities

- Assist in food and beverage preparation and service within a bustling catering setting.
- Provide direct customer assistance, maintaining our high standard of service excellence.
- Operate the dishwasher and manage waste recycling while upholding stringent cleanliness standards.
- Operate the till in an efficient and accurate manner.
- Ensure appealing and well-stocked displays of food and drinks.
- Uphold impeccable cleanliness throughout the restaurant and kitchen areas.
- Swiftly clear tables to accommodate waiting guests.
- Prioritise tasks for timely service delivery and efficient kitchen operations.

This list of responsibilities is not exhaustive; we expect flexibility and a willingness to perform tasks as needed by the company.

Requirements

- Prior experience in a similar role is preferred but not essential.
- Availability to work on a rotating schedule, including weekends and bank holidays.
- Strong interpersonal skills and the ability to interact effectively with the public.
- Effective communication with colleagues, management, and customers.
- Maintain a well-groomed appearance and adhere to personal and workplace hygiene standards as required by Food Hygiene Regulations.



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Collaboration

- You will be an integral part of a dedicated team, so the ability to work closely with others is essential.
- Report to the Catering Director and Restaurant Supervisors / Team Leaders.

Rewards and Benefits

- Competitive hourly rate exceeding the minimum wage, subject to performance-based reviews.
- Holiday entitlement.
- Staff discounts.
- Partial uniform provided.
- Training opportunities tailored to your needs.

Working at the Old Railway Line Garden Centre

About Us:

The Old Railway Line Garden Centre is a family-run, independent haven that blends a Garden Centre, Farm Shop, and Restaurant. Our offerings encompass the finest gardening, home, and outdoor living products alongside delectable locally produced food and beverages. Nestled at the base of the Black Mountains, with picturesque views of the Brecon Beacons and the Radnorshire Hills, we're located in the heart of the scenic Wye Valley.

Our Mission & Values:

A family run destination for all. We are passionate about plants, people and the planet. Growing ideas through an inspiring, personal and enjoyable retail experience.

Family

- The Old Railway Line family is a passionate team, all working towards the same mission and values.
- A family run, independent business creating a retail space to promote well-being.
- Supporting our team to succeed & achieve their goals.



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- We see our customers as our extended family, who play an integral part in our growth & success.

Community

- To be an integral part of our local community.
- Supporting local groups & schools with projects.
- Raising money for local & national charities.
- We promote mutual support with other local businesses.

Sustainability

- We are passionate and proactive in reducing our impact on the environment.
- We love to promote the benefits of gardening on the planet.
- We consider environmental factors when choosing suppliers, products and planning future projects.

Passionate

- We are passionate about plants, gardening & excellent customer service.
- We enjoy creating a 'wow' experience that inspires our customers.
- We love horticulture & collaborate with other Garden Centres and industry groups to enhance our customer experience.

Knowledgeable

- We love to share information about plants, gardening and all products we stock.
- We invest in training our team to be experts.
- We encourage team members to pass on knowledge and experience to others.
- We are known for our helpful, experienced team who are always happy to offer help and advice.

If you're seeking a fulfilling career in an environment that mirrors our mission and values, the Old Railway Line Garden Centre invites you to join our family. Experience the rewarding journey of contributing to our vision while being surrounded by a team that's equally passionate about plants, people, and the planet.