



INTRODUCTION

Hotel Leone is a small boutique hotel and restaurant in Montelparo, Le Marche, Central Italy and is owned and run by an English couple – Madeline and Tim Jones. The hotel has been open since the start of May 2012 and is also a retreat centre hosting a number of small group painting and yoga retreats throughout the season.

We have a varied client base providing an exceptionally high level of personalised service. Everyone of our customers is a V.I.P! We operate with a small team of staff who need to be able to cover varied positions. We don't employ 'a receptionist', 'a barman', 'a waitress' - each member of the team is expected to seamlessly merge these roles as needed (and frequently at the same time!).

We are searching for a student to join us for either 6 months from May to October or 3 months (May to July OR August – October) where they will have the opportunity to work with us. We will provide accommodation and all meals as well as in-depth training and knowledge about the hotel and its day-to-day mechanics.

In return we require the student to work an average of 40-hour week spread over 6 days with one day off each week. This will most likely entail split shifts as we must cover breakfast, lunch and dinner services as well as a bar, which is open all day. The main duties are outlined below in the Job Description but these may be extended to other areas of the hotel if the need arises e.g. general administration duties, reception, room servicing.

The internship will include hands-on experience working in all operations of the hotel including, food and beverage, housekeeping, reception and kitchen.

To apply please provide your CV to info@hotelleone.it and a statement why you think you should be considered and are suitable for this position and why you are interested in working in a hotel/restaurant.

Job Description – Front of House Service Assistant

Job Title:	Front of House Service Assistant
Reporting to:	Front of House Manager
Job Type:	Seasonal – Full Time
Hours:	40 per week - Split Shift – as defined by line Manager

DUTIES AND RESPONSIBILITIES:

Generally to assist in all operational aspects of the hotel, restaurant and bar and to assist in the smooth running and exceptional levels of service to our customers. More specifically:

- ❖ Setup and maintenance of restaurant service areas

- ❖ Assistance in the receipt of goods deliveries
 - ❖ Stock taking and ordering
 - ❖ Preparation of restaurant prior to start of service
 - ❖ Meeting, greeting and welcoming guests whether in the restaurant, at the bar or reception when they check-in
 - ❖ Escorting guests to tables - presenting menu and answering questions about menu items and making recommendations and explaining specials of the day
 - ❖ Serving of food and drinks to guests
 - ❖ Liaison with the kitchen staff regarding orders, special dietary requirements etc.
 - ❖ To be familiar with menu items, their preparation and service procedure
 - ❖ To provide support in the kitchen as and when required
 - ❖ To provide support to the housekeeping staff on changeover days a minimum of twice a week
 - ❖ To provide support during peak times and to undertake any operational duty which might be reasonably required to ensure customer expectations are met
 - ❖ To maintain excellent levels of service for customers
 - ❖ Other ad hoc duties as required
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SKILLS / CHARACTER

- ❖ Good command of English
- ❖ Clean, smart, presentable
- ❖ Friendly, warm and helpful nature
- ❖ Flexible and enthusiastic
- ❖ High sense of responsibility
- ❖ Hard-working