



Role: Front of House Associate

Overview:

The Rose Castle Front of House Team is expanding and looking for new members to join their friendly and customer focused team. Supporting a variety of events with a positive, can-do attitude, experience is preferable but not essential as full training will be provided.

With a variety of tasks, no two days are the same at Rose Castle. The broad team consists of a range of skillset and different abilities all passionate about delivering a great customer experience to our guests in a beautiful setting. Rose Castle offers casual contracts, giving you the option to choose your shifts.

Key Responsibilities:

- Providing excellent customer service to our guests.
- Welcoming guests upon arrival and check-in procedures.
- Serving food with confidence and care.
- Assisting with set up and close-down procedures for events.
- Assisting with bartending duties as required and serving a variety of beverages (alcoholic and non-alcoholic) while adhering to licensing laws.
- Food handling and kitchen assistance.
- Maintaining stock levels of food and beverage supplies, reporting any shortages to management.
- The use of EPOS system (Lightspeed) to accurately record customer orders and take payments.
- Ensure that the Rose Castle remains clean, tidy and well-presented.

About Rose Castle:

Rose Castle is set in the picturesque countryside with beautiful interiors and gardens. Rose Castle has an ethos centred on warmth, authenticity, and excellence in hospitality.

As a private venue hosting a rich variety of public events and exclusive hire, including weddings, corporate retreats, family celebrations and meetings. This historic castle is three miles outside Dalston, Cumbria, and close to the M6 and Carlisle, with views South across to the Lake District fells.

Working alongside Rose Castle Company is the Rose Castle Foundation charity. It hosts international programmes and retreats at Rose Castle, and elsewhere, which bring people



together across challenging societal divides. Their aim is to equip a generation of reconciling leaders around the world.

Required personal attributes:

- A positive, can-do attitude and a willingness to support all aspects of castle operations.
- Initiative and the ability to work independently.
- Reliable and enthusiastic team players.

Points to note:

- Casual and part-time contract basis with rate of pay depending on experience including pro-rata holiday allowance.
- Hours vary each week; shifts can be selected via the online platform RotaOne.
- Able to commute to Rose Castle, Dalston is essential as public transport is not viable due to the rural location.
- Free parking on-site.
- Current available roles require an ability to lift and move furniture with assistance or independently in a safe manner e.g. banqueting tables, chairs.