

## HEAD WAITER/WAITRESS

We want to find enthusiastic individuals with a genuine passion to deliver great customer care and service.

Our 5 Star award winning Hotel has established itself as one of the leading luxury hotels and restaurants in Wales set in the stunning Pembrokeshire countryside overlooking the Preseli Hills. The Hotel won AA Hotel of the Year Wales 2019. The restaurant has 4 AA Rosettes and is under the leadership of the hugely talented Executive Chef Douglas Balish.

The Restaurant Manager, is now looking for a passionate and dedicated Head Waiter/Waitress to join the team.

### What we offer:

- Package up to £29,000 including Gratuities and Pension.
- 4 day working week.
- Extra days worked paid.
- Gratuities evenly shared through Tronc system, currently employees enjoy 2k per annum.
- Pension provided through NEST.
- Eligible to be part of Seren Employee Profit Share Scheme.
- Genuine work life balance in Pembrokeshire near the world renowned Coastal National Park.
- Tailored training and development plan.
- Financial support for attaining professional qualifications.
- Meals provided whilst on duty.
- Vast scope for career progression across our group of companies.
- Long service holiday benefit.
- Generous Employee Referral Scheme.
- Employee Assistance Programme provided by Hospitality Action.
- Annual Staff Rewards Scheme.
- Company events and team awaydays.
- 30% staff discount off food and beverage at all Seren Collection venues.
- £75 Employee and £190 Friends and Family room rate at Grove of Narberth.

### The successful candidate will ideally have:

- Sound experience at 2/3 rosette level and Michelin experience.
- Passionate about food and customer service.
- Ability to lead and inspire.
- Genuine sincere nature.
- Resilient and hard working.
- Great people skills.
- Dedicated and excellent team player.

The successful candidate will be joining an exciting business with a strong family philosophy and a highly experienced award-winning team driving for the highest standards of food and service. Together we work hard to achieve excellence in a supportive and fun working environment.

### Interested?

If so, we would love to hear from you. Please forward applications with a covering letter and CVs to our Group HR Manager Oliver Crittenden at [oliver@serencollection.co.uk](mailto:oliver@serencollection.co.uk).

We look forward to hearing from you!