

WAITER

Reporting to

Bistro Manager

Location & Hours

Full time, site-based in Edie's Kitchen. Includes evenings and weekends.

About Borde Hill

Borde Hill is a family-owned estate in West Sussex, set within 383 acres of botanical gardens and parkland. As part of an exciting new chapter, the Estate is developing a hospitality offering rooted in nature, sustainability and biodynamic produce.

The Stables will bring together multiple dining experiences — including Isca (a refined glasshouse restaurant) and Edie's Kitchen (a vibrant daytime bistro with retail) — all united by an ethos of *casual excellence*, seasonality and community.

The Role

As a Waiter, you are a key part of the guest experience across both Isca and Edie's Kitchen.

You deliver warm, confident and professional service, ensuring every guest feels welcomed, cared for and valued. You are attentive, knowledgeable and take pride in delivering a consistently high standard of hospitality.

What You'll Be Responsible For

Guest Experience

- Delivering friendly, confident and attentive service
- Ensuring guests feel welcomed and well looked after throughout their visit
- Knowing the food and drink menu and making appropriate recommendations
- Taking orders accurately and efficiently

Teamwork & Culture

- Working closely with runners, bartenders and the wider FOH team
- Supporting a positive, respectful and professional team environment
- Taking pride in presentation, punctuality and attitude

Operations

- Managing your section effectively during service
- Ensuring tables are set, cleared and reset to standard
- Supporting smooth service flow and pacing
- Following opening and closing procedures

Commercial Awareness

- Supporting sales through strong product knowledge
- Upselling naturally where appropriate
- Understanding how great service drives guest satisfaction and repeat visits

Communication

- Communicating clearly with kitchen, bar and FOH teams
 - Raising guest feedback or issues promptly
 - Engaging in pre-service briefings and training
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How We Measure Success

- Guests receive warm, attentive and professional service
- Orders are taken and delivered accurately and efficiently
- Sections are managed smoothly during service
- You contribute positively to team culture and service energy

In addition to the duties outlined above, you will be expected to carry out any other tasks as directed by the Management team, which are reasonable and fall within your capabilities. Your duties may be subject to change in line with evolving operational requirements.

- Strong product knowledge supports guest experience and sales
- Standards of presentation, cleanliness and organisation are maintained
- You build confidence and develop within the role