

JOB DESCRIPTION

We are looking for enthusiastic people to join our front of house team at our newest venue opening September 2025. The Hart in Marylebone.

This vibrant venue will be offering exceptional dining and drinking experiences to our guests, with a relaxed and friendly atmosphere. We take pride in serving high quality food and beverages, while delivering outstanding customer service.

The Hart in Marylebone will open in September 2025. There will be a pub on the ground floor, a restaurant on the second floor, and an intimate dining space on the top floor. The kitchen will serve pub classics on all floors.

- **Salary** - £13 per hour + Service Charge & Tips

What is in it for you as a Waiting team at The Hart:

- **50% off food and drink** in our pubs for a table of up to 4 people
- **Every penny of service charge goes to the people** who work in our restaurants, including our kitchen team. Access your tips weekly in your digital tip jar.
- **Access to Benefits platform** with hundreds of discounts on shopping, gym memberships, holidays, bars, and restaurants + More.
- **24/7 Health and wellbeing support**, Access support lines anytime for your mental, physical, and financial health.
- **Celebrate your 1-year** work anniversary with an overnight stay in the Cotswolds, On us!
- **Access to Wage stream**, A financial wellbeing platform, helping you manage, save and access up to 50% of your earnings in advance of payday.
- **Earn more** with our employee referral scheme.
- **Delicious** staff meals on shift.
- **Career progression opportunities**, on-going training to develop yourself personally and professionally.

A snapshot of what you will be doing Front of house at The Hart:

- Greet guests warmly and ensure they feel welcome offering assistance with menu choices and special requests.
- Food & drink knowledge, have a good understanding of the menu, including ingredients and preparation methods, to provide recommendations and answer customer queries.

- Proactively check on guests during their meal to ensure guest satisfaction and address any issue that may arise.
- Collaborative teamwork, work closely with kitchen staff, bar tenders and other team members to ensure an efficient service.

About you, our new Waiting team member at The Hart:

- Positive and friendly attitude, with a willingness to work collaboratively with the team.
- Excellent communication and interpersonal skills.
- Ability to work effectively in a fast-paced environment.
- A passion for delivering exceptional customer service and creating a positive experience for guests.
- Flexible approach to work.

Earlier experience in a high-end and high-volume establishment is preferable but not imperative. Ideally Looking for a minimum of one year experience in a high end - food led business.

Full & Part time positions available.

To join our incredible public house team and be a part of this new adventure, Click apply and we will take it from there!

#Waiting #Frontofhouse #Marylebone #Jobsinlondon #Hospitalityjobs
#Pubjobs

INDFOH

London, 17/11/25

Personal Inform

Hiring Manager

Address

The Hart

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56 Blandford Street

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London

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Email

jairoking62@gmail.com

Dear Manager,

I am excited to apply for the Waiter position at **The Hart**. With over three years of experience working as waiter in busy hospitality environments, I have built a solid foundation in customer excellence, attention to detail, and the ability to create a welcoming atmosphere for guests. All qualities that I am confident would make me a valuable team member.

In my earlier role at **Travellers Tavern(pub)**, I handled large sections efficiently during busy shifts, coordinated order processing to ensure smooth service, and supported excellent relationships with both regular and new guests. I prioritise delivering quick and reliable, friendly service and ensuring every customer leaves satisfied. My experience working behind the bar and helping colleagues during peak hours has taught me how to perform effectively in a collaborative and dynamic setting like yours.

I am confident that my enthusiasm, dependability, and dedication to exceptional service would allow me to contribute meaningfully to your team. I would love the opportunity to contribute to the great atmosphere and service that **The Hart** is known for.

I am grateful for your consideration of my application and would welcome the chance to share more about how I can support your team's goals.

Yours sincerely,

Jairo Sulca Rodriguez

JAIRO SULCA RODRIGUEZ
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Profile Summary

Enthusiastic and experienced guy with over three years of hands-on experience working in a busy pub environment. Skilled in offering excellent customer experience, taking, and serving orders efficiently and ensuring that guests have a positive and enjoyable experience. Known for keeping a friendly and professional attitude under pressure, also working as a team effectively. Passionate about hospitality and always eager to contribute to a welcoming and well-organised service environment. Dependable and adaptable, ready to begin work at once.

Skills

- Time Management
- Teamwork
- Customer Service Excellence
- Communication and Active Listening
- Working under Pressure/Resilience

Employment History

Piscomar (Peruvian restaurant) (Spain) **(2021-2022) Waiter**

- ❖ Responsible for taking customers food and beverage order
- ❖ Keeping tables and the dining area clean
- ❖ Checking on customers and ensuring good service

Travellers Tavern (Pub)(London)**(2022-Present) Bar Staff**

- ❖ Responsible Mixing Cocktails and following recipes
- ❖ Checking IDs and making sure customers are over legal drinking age
- ❖ Handling Cash, card payments, and tabs

Voluntary Experience

Cancer Research UK(Assistant)

- ❖ Ensure that the donated clothes are in a perfect condition
- ❖ Iron the clothes and put them in order depending on the sizes

Education

- ✓ Secondary School (El Nazareno) 2016-2020
- ✓ ESOL, Lewisham College (Courses: English, Maths, and IT 2022-2024
- ✓ University of Wales Trinity Saint David (Business Skills for the Workplace) 2024-Present

Languages

- Spanish
- English (Intermediate)

Hobbies

- Playing video games
- Watching Films
- Language learning
- Gym Workout
- Reading books

References

Available on request