

---

The logo for 'eden project' features the word 'eden' in a white, lowercase, sans-serif font, followed by 'project' in a smaller, white, lowercase, sans-serif font. Both words are set against a solid orange rectangular background.**ROLE DESCRIPTION**

**Job Title:** Eden Hospitality Assistant

---

**Role Purpose**

To aid in delivering an efficient and effective Front of House service, providing visitors with a range of enjoyable and comfortable dining experiences within Eden's various catering outlets.

**Key Tasks**

1. Serve a wide range of food and beverages across Eden's various catering outlets. Selling pre-prepared and packed food and drinks in quick-service outlets; serving freshly prepared food and refreshments within refectory-style dining areas and waiting on tables in formal restaurant settings.
2. Greets and welcomes visitors, ensuring the highest levels of customer service are delivered when taking orders; responding to requests; serving food and beverages and completing sales transactions.
3. Monitors the environment, ensuring that dining areas are presented and maintained in accordance with Eden's standards and sees that stocks and supplies are replenished on a regular basis.
4. Stores, displays and prepares food and beverages in accordance with food hygiene regulations and health & safety requirements, ensuring the safety and welfare of visitors, staff and volunteers. Assists with stock checks as directed.

**Other areas of responsibility**

1. Answer general inquiries from visitors about both Eden itself and its events.
2. Be able to answer questions about the seasonal menus, locally sourced ingredients and dietary requirements, so enabling visitors to make an informed choice regarding their dining options.

**Demands of the role****Education & Qualifications**

This role requires does not require you to have any qualifications.

**Decision making**

Makes routine, day to day decisions within established procedures of policies. Any complex, business critical decision making will be escalated to the Volunteer Manager.

**Resourcefulness**

Self-motivated with the ability to work on your own and tackle challenges head on with a positive, can-do attitude.

**People & Asset Management**

None

**Communication & Visitor Experience**

Communicate well at all levels with the ability to coach or mentor volunteers when needed. Positively champion and promote diversity throughout all aspects of the Eden Team. Provide the highest level of support for disabled visitors to Eden, ensuring they are looked after to the best of our ability before, during their visit.

**Operational Environment**

This role is mainly site based role. You will need to be able to self motivate and work on your own as you will be based on site away from the Volunteer Coordinator, but with regular contact with the Volunteer Coordinator.