

Job title: Events/Hospitality Assistant

Job family: Hospitality

Job ref: HOS004

Job family definition

Roles within the Hospitality job family are dedicated to sourcing, creating and serving innovative, exciting and delicious food and drink in a variety of catering environments across Eden, enhancing visitors experience, understanding and enjoyment of their visit.

Role purpose

Delivers an efficient and effective Front of House (FoH) service, providing visitors with a range of enjoyable and comfortable dining experiences within Eden's various catering outlets.

Key accountabilities

1. Serves 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. Develops and maintains a broad knowledge of the Eden site, its venues; its attractions and its events. Learns about seasonal menus, locally sourced ingredients and dietary requirements, so enabling visitors to make an informed choice regarding their dining options.
5. 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.
6. Processes cash, credit/debit card payments, ensuring all transactions are handled in accordance with Eden's financial control procedures.

Demands of the role

Education & qualifications	The jobholder will have a basic level of numeracy and literacy to be able to read and understand instructions and to manage cash transactions. They will be required to work towards a Level 2 Food Safety certificate and a Level 2 NVQ in Customer Service.
Knowledge & skills	No previous experience required, some customer / visitor experience and cash/till experience useful but not essential as can be trained. A thorough knowledge of Eden and its catering facilities and seasonal menus will be provided as part of the jobholder's on-the-job training.
Decision- making	The majority of decisions are routine and governed by well-established procedures. Unusual events or situations will be referred to the jobholder's line manager.
Resourcefulness	Contributes ideas and suggestions designed to enhance and improve (FoH) services and the visitor dining experience.
People & asset management	Shared responsibility for stock, supplies and catering equipment. Assists less experienced colleagues and volunteers. Responsible for the accuracy and probity of cash and non-cash transactions.
Communication & visitor experience	Communication and interaction is major feature of this customer-facing role. This role contributes to the creation of a friendly and welcoming environment where visitors can relax in their surroundings and enjoy the service provided by the (FoH) team. There is a regular need to respond to questions and to provide information about the various foods and beverages on offer. The jobholder is expected to promote and sell certain products as directed in order to meet agreed sales targets.
Operational environment	This role requires the jobholder to stand for long periods of time and to move stock, equipment and supplies. The noise levels of operating environment will vary depending upon the type of catering outlet. Weekend and evening working is a regular feature of this role.