

Job title:	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 guest experience, understanding and enjoyment of their visit.			
Role purpose			
To create an enthusiastic, friendly and welcoming experience for the Eden guests in any café or restaurant they may visit. Delivers an efficient and effective Front of House (FoH) service, providing guests with a range of enjoyable and comfortable dining experiences within Eden's various catering outlets.			
Key accountabilities			
1.	Enthusiastically greets and welcomes guests, ensuring the highest levels of customer service are delivered when taking orders; responding to requests; serving food and beverages and completing sales transactions.		
2.	Serves a wide range of food and beverages across Eden's various catering outlets in various service styles throughout the day and ensures the venues are prepped and clean for the next day's trade at the end of each day.		
3.	Monitors the guest 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 guests to make an informed choice regarding their dining options.		
5.	Ability to follow food safety standards and allergen handling processes relating to all storage, display and preparation of food and beverages and complete all monitoring and documentation relating to food safety standards in line with the company's Food Safety Management System. Has a thorough understanding of the company allergen handling policy and adheres to this policy with all guest queries regarding allergens and dietary requirements.		
6.	Processes cash, credit/debit card payments, ensuring all transactions are handled in accordance with Eden's financial control procedures.		
7.	Assists the supervisory and management team with the accurate completion of monthly stocktakes within all catering venues and records any daily stock wastage or stock movements according to the venue procedures.		
8.	With the appropriate training and support you may be required to work in the retail and admissions, stewards and car parking teams according to business need. Position requires flexibility to action other reasonable requests as delegated by a senior manager to assist the wider team deliver a world class customer service.		

Demands of the role	
Education & qualification	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	Some customer/visitor experience and cash/till experience desirable but training will be provided. 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 guest 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 are major features of this customer-facing role. This role contributes to the creation of a friendly and welcoming environment where guests 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 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.
Additional features	