

EDEN ROLE PROFILE

TITLE: Hospitality Work Placement Student

Updated: June 2012

REPORTING TO: Hospitality Service Manager

ROLE OVERVIEW: Hospitality staff are the key to Eden delivering first class hospitality on site. The main duties of this role include helping set up the various venues, waiting and clearing tables and Barista duties. All of these tasks must be conducted in a friendly and professional manner.

EXPECTATIONS FOR PERFORMANCE:

- Awareness of health and safety guidelines with regard to ensuring a safe environment for visitors and colleagues (covered at induction)
- Excellent customer service at all times and confidence to talk to all kinds of people
- The ability to follow instructions and ask questions if unsure
- An enthusiastic outlook to the role
- An interest in food and drink

KEY SKILLS THAT WILL HELP YOU:

- Communication
- High level of customer service awareness
- Basic IT, numerical and literacy skills

QUALITIES YOU WILL NEED TO DISPLAY:

- Smart appearance
- Good time keeping
- Respectful approach to both colleagues and visitors
- Friendly, polite and enthusiastic outlook
- Ability to work in a fast paced, busy environment
- An interest in the aims and objectives of the Eden Project