

JOB DESCRIPTION

JOB TITLE:	Hospitality Assistant	REFERENCE:	HA0721
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OVERALL PURPOSE OF THE ROLE:

To provide our customers with exceptional, safe, friendly customer service throughout the centre.

MAIN TASKS

The role holder is required to:

- Provide exceptional customer service exceeding our customers' expectations at all times.
- Meet and greet all customers to Brewery Arts and help with enquiries.
- Assist in all areas of Hospitality, including taking orders, providing table service if required, recording sales, and dealing with payments
- Support the events and sales team, when required, welcoming customers attending films, hires and events, dealing with enquiries and scanning tickets.
- Be aware of the products and services provided by Brewery Arts as a whole to promote all areas to our customers and maximise sales opportunities.
- Adhere to the opening up/closing down and mid shift procedures and report any problems to a senior member of the team.
- Ensure that all areas are clean and welcoming environments, dealing with or reporting any issues.
- Ensure that all catering equipment is maintained in a clean and operational condition and that it is secure, reporting any defects, malfunctions, breakages or concerns as soon as possible.
- Assist with stock rotation and management in all areas and ensure low wastage and that all stock movements and wastage are recorded throughout the duration of your shift.
- Take action to deal with customer complaints or compliments and seek support if necessary.
- Deal with or report to a more senior team member any concerns about customer behaviour and security.
- Ensure that legal and company requirements are adhered to in respect of Hygiene and Environmental Health, Health & Safety, Employment Law and Licencing laws.

This list is not exhaustive. The organisation is changing all the time and your duties may be amended. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

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QUALIFICATIONS & WORK EXPERIENCE	
• Experience of working in a customer focused environment with responsibility for delivering excellent customer service	• Desirable
• Working knowledge of Health and Safety, food hygiene and licensing laws	• Desirable
SKILLS	
• Excellent communication skills	• Essential
• Excellent organisational skills	• Essential
• Strong problem-solving skills	• Essential
• Strong numeracy skills and high levels of accuracy	• Essential
PERSONAL QUALITIES	
• Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally	• Essential
• Commitment to personal and professional development with a willingness to learn new skills.	• Essential
• Ability to work well on own initiative and co-operatively as part of a team	• Essential
• Ability to be flexible and respond to changing situations	• Essential
• Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by 'stepping up' when busy and being self-motivated during quieter times.	• Essential
• Excellent time keeping skills, conscientious and punctual	• Essential
• A keen eye for detail	• Essential
• Smart personal appearance	• Essential
• An interest in the arts and/or film/hospitality.	• Desirable
OTHER REQUIREMENTS	
• The role is physically demanding with a need to be able to move around the catering areas, carry trays, fill dishwashers etc.	• Essential
• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.	• Essential

TERMS & CONDITIONS

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Contract:	Casual
Pay:	£8.91 (age 23+), £8.36 (22 and under)
Hours:	Casual basis Evenings and weekends essential
Holiday Entitlement:	5.6 weeks' holiday per annum Entitlement is inclusive of fixed days (currently Christmas Day, New Year's Day and another date in January to be announced each year). Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement
Pension:	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings, you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.
Discretionary Benefits:	<ul style="list-style-type: none"> • Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available). • Discount on food in our catering outlets for staff + one. • A parking permit is given to staff to be used while at work.
Reports to:	Catering General Manager
Responsible for:	N/A
Union:	An agreement governing pay and terms and conditions of employment exists between the Kendal Brewery Arts Centre Trust Ltd and the Broadcasting, Entertainment, Communications and Theatre Union, and provides for the settlement of disputes between workers and management. One of its provisions is the agreement by management to recommend non-union members to join.