awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Food and Beverage Assistant

Basis:
Casual

Salary:
£12.60 per hour

Base:
Bryngarw House

Accountable to:
General Manager

Accountable for:
N/A

Your Role:

This is an exciting opportunity to play a vital part in the delivery of our events and functions at Bryngarw House (Brynmenyn).

Working as part of a dedicated customer focussed team you'll be helping to deliver our weddings and functions.

Maintaining the highest standards of customer care and a professional approach, you will be instrumental in ensuring we continue to provide a first class customer experience.

In this role, you will:

- At all times demonstrating the highest standards of welcome and care when assisting customers
- Serving customers efficiently with food and drink orders
- Giving advice, guidance and recommendations on menu selection, facilities and venue information to ensure a positive guest experience.
- Handling customer complaints professinoally, appropriately and in line with management guidance
- Ensuring a good knowledge of available beverages, products and services
- Keeping a clean and tidy work environment at all times
- Keeping up to date with new menu items and creating displays
- Responsible for security (product and cash), taking payments accurately and being vigilant for fraudulent credit cards etc.
- Working within established guidelines and operating procedures
- Reporting any accidents or near misses
- Applying high levels of hygiene, sanitation and safety at all times
- You will adhere to our dress code and the correct uniform at all times
- Ensuring that all Company and Client policies and procedures, site rules and statutory regulations relating to Food Safety, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH are adhered to
- You will be aware of all Fire and Emergency Evacuation Procedures and ensure that normal precautions are taken to protect against fire and safety hazards

General Duties and Responsibilities of this role are:

- To be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- To participate in any training and development activities to maintain own development or to enhance competence within job role.
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation.
- To actively challenge discrimination and stigma in the workplace.
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk.
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures.

This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the service.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E):**

- Leads by example is well presented, professional and has a can-do attitude. (E)
- Friendly, and approachable, enjoys working as part of a team and sharing best practice. (E)
- Commitment to personal development.
- Welcomes and embraces change with a positive attitude (E)
- Passion for excellent customer service with a keen interest in food (E)
- Adaptable and flexible to meet demands. (E)
- Enjoys creating a person rapport with customers. (E)
- Demonstrates a proactive and positive attitude whilst embedding Awen's values throughout.
- Contributes ideas and solutions and able to apply them in order to improve.

Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**:

- Excellent organisational Skills **(E)**
- The ability to think on your feet and make effective decisions whilst working in a busy environment **(E)**
- Excellent communication skills including active listening **(E)**
- Excellent time management skills to ensure food is served promptly **(E)**
- Knowledge of safe working and food hygiene practices
- Ability to work unsupervised in a busy environment demonstrating a confident and self-motivated attitude **(E)**
- Basic Food Hygiene Qualification.
- NVQ in Customer Service or be able to demonstrate similar through experience
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Ability to speak Welsh