**JOB DESCRIPTION**

## **Job Title:**

## Front of House Assistant (Catering)

## **Reports to:**

## Front of House Team Leaders

**Hours/Contract:**

Zero-hour Seasonal contract to end September 2024

**Hourly Rate:**

NMW / NLW

**Location:**

Blists Hill Victorian Town, Madeley, with the expectation of working at other Ironbridge Gorge Museum Trust sites when required.

## **Function:**

Your responsibilities include greeting and serving our customers, providing detailed information on our menu and multi-tasking various front of house duties in order to provide an excellent overall visitor experience for our guests.

You will need to perform well in a fast-paced environment, be polite and courteous to our customers and make sure they enjoy their experience at all our catering outlets. You should also be a team player; able to effectively communicate with your team to ensure orders are accurate and delivered promptly.

You will always strive to put our customers at the heart of everything we do.

The role will require working day shifts including during weekends and school holidays, with the expectation of some occasional evening working.

## **Duties and Responsibilities:**

* Up-sell additional products when appropriate
* Take accurate food and drinks orders
* To work in accordance with all HSE regulations
* Provide excellent customer service to guests
* Cashing up.

## **Person Specification:**

Essential:

* Proven work experience in catering & hospitality
* Hands-on experience with cash register and ordering information
* Basic math skills
* Attentiveness and patience for customers
* Excellent presentation skills
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
* Active listening and effective communication skills
* Team spirit
* Flexibility to work on shifts.

Desirable:

* Qualifications in hospitality
* Food safety training.

Signed (Postholder):…………………………… Printed: ……….………….. Dated: …………..….

Signed (Manager):…………………………… Printed: ……….………….. Dated: …………..….

**This job description is subject to periodic review.**