Job Description

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| **Job title:**  | Waiting Staff. |
| **Location:**  | Parc Y Bocs Farm Shop, Kidwelly, SA17 5AB. |
| **Contract:**  | Casual Contract. Hour’s negotiable   |
| **Hours:**  | * Your hours of work will vary depending on the operational requirements of the Company. You will be informed of the required hours for each assignment.
* Availability on week days and weekends.
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| **Salary:** | **Will be discussed at Interview.**  |
| **Accountable to:** | Dave Radford (Hospitality Manager). |
| **How to apply:** | Please send your current CV and cover letter to David Radford via email, in person or via post: * Parc Y Bocs Farm Shop, Kidwelly, SA17 5AB
* David.radford@burnsretail.co.uk
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| **Closing date:**  | **07/05/2024**  |

**Job Summary**

Support Farm Shop management with day-to-day operations: prepare tables, take orders and serve food and beverages to provide the highest standard of customer care.

The successful candidate must demonstrate a **positive and flexible approach to work** **including weekends, evenings,** **additional hours and to cover holidays and unforeseen circumstances as required.**

**Key Responsibilities**

**Customer Service**

* Provide an enjoyable customer experience (e.g. greet upon arrival and thank when departing, deal with queries in a professional manner).
* Advise customers on any offers, specials and alternatives that may not be outlined on the menu board.
* Process and prepare food and beverage orders/purchases and communicate with the Farm Shop kitchen; noting and accounting for any customer dietary requirements.
* Communicate the benefits of Burns products/services to customers and distribute promotional materials.
* Support Farm Shop management to continuously evaluate customer needs.

**Operational**

* General administrative duties (e.g. stock control).
* Support Farm Shop management with stock loss prevention.
* Comply with relevant legislation and restrictions.

**Health and Safety**

* Maintain a high standard of housekeeping and hygiene within the workplace ensuring that clean tables are available for customers.
* Report faulty or damaged merchandise and equipment to management.
* **Co-operate with Burns’ organisational policies and procedures for Health and Safety** including PPE and reporting adverse events.

You will also be required to carry out any other duties which may be reasonably required of you.

Person Specification

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| Core Competencies | Description | Essential / Desirable  |
| Experience | Previous experience in a related role (customer service within a café/restaurant environment).  | Essential.  |
| Education and Qualifications | Minimum 2 GCSEs (or equivalent). | Desirable.  |
| Job Specific Skills | Good standard of ICT literacy and numeracy. | Essential. |
| Personal Qualities | Courteous and positive customer approach.Strong communication, interpersonal and team-working skills.Organisational skills, attention to detail and the ability to multitask.Cultural awareness and respect for diversity.  | All Essential. |