

Job Role: Weekend Tea Room Assistant

Line Manager: Food and Beverage Manager

Hours per Week: Casual

We are looking to recruit within our very busy tea room

Our Tea Room is a significant piece of the commercial puzzle and we are looking for the right candidate with a desire to succeed and assist in the development of an already busy area of the business.

The applicant must be confident, friendly, bright, and self-motivated with the ability to work on their own and as part of a team with high personal standards.

### **Overview of responsibilities (but not limited to) -**

- Assisting in a front of house role as rostered by the Food and Beverage Manager
- Drink preparation and coffee making
- Working as part of a team within a front of house environment
- Ensuring high standard of customer service to all visitors and staff at all times
- Maintaining Health and Safety standards, including fire evacuation and COSHH regulations.
- Ensure stock is replenished in a timely manner reporting any shortages to the Food and Beverage Supervisor
- Display merchandise in an attractive manner
- Ensuring the tea room is prepared and suitable for visitors prior to opening
- Taking orders, waiting tables and food delivery
- Serving food
- To maintain good relationship with the Painshill staff and volunteers
- Ensuring that the outer areas of the Tea room including bins, floor and garden furniture are presentable, tidy and clean for the public use
- Cash handling, including opening and closing till
- Dishwasher duties as required with the rest of the team
- Assisting with food service delivery during hospitality events
- Liaise with Tea Room Supervisor on arrangements for group visits, afternoon teas and parties.

### **Skills and Personal Qualities:**

- Possess great oral and written communication skills
- Must be passionate about food and beverage

- Passionate about people and customer service
- Strong motivation skills , energetic and a desire to be the best
- Ability to work under pressure and multi task
- Strong ability to multi task and prioritise

## **Qualifications and Experience**

- Experience of working in a front of house role desired but not essential
- Barista Training would be an advantage but not essential.
- Experience of working in a fast paced environment
- Customer service experience

## **Benefits include**

- 15% staff discount within the Painshill Shop
- Entry to Painshill for yourself and immediate family
- Free food and drink when on duty
- Continued training and development

Training will be provided although prior experience within a customer service background would be an advantage.

Please note due to the location of Painshill, own transport is not essential but highly recommended.

This is an ongoing position as we are always looking for expert staff to join our team. If you are interested in applying please apply with CV and covering letter to [catering@painshill.co.uk](mailto:catering@painshill.co.uk)

No time wasting. Please only apply for this position if you are interested in becoming a part of this team with a view to progress in your career