

JOB DESCRIPTION – FOOD AND BEVERAGE/GUEST SERVICES TEAM MEMBER

If this role sounds perfect for you, submit your CV and cover letter, to
recruitment@continuumattractions.com

PURPOSE OF THE JOB

Working as part of a team to deliver a memorable and enjoyable experience for all guests through our quality Food and Beverage offer. Ensure that all guests and potential guests to the attraction receive the highest level of guest service at all times.

KEY ACCOUNTABILITIES

- To deliver high quality customer service to all visitors to the Café and ensure the guest experience is delivered to the very highest standards, whilst endeavouring to make each visit feel memorable.
- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Comply with HACCAP and the food safety policy.
- Commit to good health and safety practices, safe systems of work and ensure familiarity with health and safety policies, procedures, and guidelines.
- Ensure that stock levels are to a satisfactory standard.
- Offer operational support to the attraction's retail area during busy periods or as directed.
- Understand and adhere to all mandatory food specific regulations i.e. food allergens.
- Contribute to the commercial success of the attraction by promoting the attraction to prospective guests.
- Maintain the kitchen and Food and Beverage area to a high standard.
- Undertake competent counter and table service, till work, coffee machine operation and food preparation.
- Actively promote sales.
- Attend all training sessions and team meetings as required.
- Work towards OKR's and personal development blueprint.
- Ensure that all policies and procedures are adhered to.
- Identify any suggestions for improvement to enhance the guest experience within the attraction.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

