

JOB DESCRIPTION

Position: F&B ASSISTANT

Department: Food & Beverage

Responsible To: Food & Beverage Manager or in their absence the Assistant F&B Managers

Position Type: SEASONAL



Ref: FB_AST1218

What We're Looking For

As a member of the Food & Beverage department you will be joining a dynamic team whose main aim is to deliver on our guests' expectations. In order for us to achieve this, we are looking for fun outgoing individuals who have a real passion for delivering excellent customer service. The role of F&B Assistant is varied and you could be working in any of the catering locations across the park, which range from fast food outlets, to coffee shops or any of our seated restaurants.

What You'll Need

- ✓ A fun outgoing personality
- ✓ Willingness to learn and work as part of a team
- ✓ Excellent communication skills both written and verbal
- ✓ Previous experience of working in a similar environment together with a level 1 or 2 food hygiene certificate are desirable but not essential as full training will be given
- ✓ The post holder must be prepared to study and obtain level 1 and 2 food hygiene qualifications if not already held as organised by the company.
- ✓ You must be able to work in a team or on occasions independently assisting with any tasks in order to achieve efficiency and ultimately guest satisfaction.

What You'll be Doing

- ✓ Joining a great team in a fun and dynamic company
- ✓ Delivering excellent customer service which exceeds our guest's expectations
- ✓ Adhering to Health, Safety and Hygiene policies and procedures
- ✓ Serving food, drinks, ice creams etc.
- ✓ Ensuring your location is fully stocked and presented to the best of its ability
- ✓ Preparing food for outlets and other functions
- ✓ Cooking a wide variety of fast foods
- ✓ To be flexible to assist in duties throughout the department.
- ✓ Prepare assigned area at the start of the day and close it down when instructed by management team
- ✓ Using EPOS systems
- ✓ Cash handling
- ✓ General cleaning
- ✓ Keeping work area clean and use dishwasher when required
- ✓ Ensuring seating areas are kept clean, tables cleared and ready for guests
- ✓ Assist guests with any queries they may have regarding either catering or general Park information

- ✓ On occasions assist in the delivery of corporate events across the park

When You'll Be Doing It

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will be rostered in advance and vary dependent on the time of year. Flexibility is required in order to meet peak and off peak demands of the business.

What You'll Get

- ✓ Branded Uniform (varies by job role/ department). In addition, any items you wear should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrolment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.