

JOB DESCRIPTION – FOOD AND BEVERAGE TEAM MEMBER

If this sounds like the perfect role for you please send your CV and Covering Letter to our Food and Beverage Manager Laura Robinson lrobinson@spinnakertower.co.uk

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

- 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.
- 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.
- Take pride and responsibility in the appearance of the attraction.
- 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.
- 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 presentation, other team or guests of the attraction.
- Actively promote sales
- Ensure that all guests leave having had a positive and memorable experience and encourage them to leave feedback on social media.
- Attend all training sessions and team meetings as required.
- Work towards KPI'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