

# R A B Y

## Job and Person Specification

<b>Job Title:</b>	<b>Food and Beverage Assistant</b>
<b>Reports to:</b>	F & B Manager, F & B Supervisors
<b>Department:</b>	Leisure and Tourism
<b>Location:</b>	Raby Castle Cafe
<b>Hours:</b>	Seasonal (We are looking for team members who can work on a Seasonal Contract throughout the year not just limited to Holidays and weekends)  Some early evening hours during peak season
<b>Rate of Pay:</b>	Competitive depending on experience and age. (Above NMW)
<b>Job Ref:</b>	VA161 - 2024

### Job Details

Raby Estates have recently launched the most beautiful dining destination, set in a stunning new glasshouse, surrounded by acres of parkland. The Vinery and accompanying event spaces, part of The Rising development, will deliver a unique experience for diners visiting the historic setting of Raby Castle, Park, and Gardens.

Exciting opportunities have arisen for enthusiastic General Catering Assistants working predominantly daytime hours within a fantastic working environment.

Are you hoping to further or start your career in a spectacular setting, within a team of talented, friendly, and hardworking colleagues who love where they work.

Applicants should have a friendly and outgoing personality, as they are the first point of contact with our customers, offering exceptional food and beverage service.

This is a hands-on role where you will be expected to work independently and as part of a team. The role includes making coffee, general cleaning, sanitising, serving visitors, selling tickets and ice creams and other catering duties.

This awe-inspiring family run estate is vast and thriving with opportunities. With a diverse range of departments including tourism, farming, buildings, forestry, land management and sport – no two days are ever the same!

If this sounds like your dream job, read on to discover the skills and experience required for this extraordinary role.

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## **Job Description: Background**

The Vinery café restaurant is at the center of this exceptional new development called The Rising. This new tourism destination seeks to exceed all expectations and to deliver a visitor experience which is unrivalled.

The successful applicant will have the ability to be part of the team delivering a fantastic selection of food and beverages within the Vinery and the kiosks around Raby Castle Park and Gardens.

This role has the benefit of primarily daytime work; however, weekends and school holidays are busy periods and applicants must be happy to work these on a regular basis.

## **Key Tasks and Responsibilities**

- Delivery of exceptional customer service ensuring that visitors receive a positive first impression and a friendly welcome.
- Monitor stock levels and stock management.
- Open and closing duties of the kiosks.
- Maintain cleanliness of all areas, following allergen guidelines.
- Cash handling, use of Epos till system and running end of day reports.
- Lead by example – have a high respect for food safety and health & safety.
- Preparing and serving hot and cold drinks such as coffee, tea, artisan, and speciality beverages.
- Cleaning and sanitising work areas, utensils, and equipment.
- Describing menu items and suggesting products to customers
- Be an ambassador for the Raby Family.

This list is not exhaustive, and you will be required to carry out any other reasonable tasks as required.

## **Requirements**

- Previous experience of cash handling and use of an EPOS system or similar, preferred but not essential.
- Availability to work weekends and holidays is essential.
- An outgoing, helpful, and friendly personality.
- Confident in engaging with members of the public.
- Enthusiasm and capacity for hard work.
- Flexible attitude with willingness to undertake any task required.
- Effective communication and organisational skills.
- Honesty and a high level of integrity
- Willingness to adapt to different tasks and schedules, responsive to changing needs in the Food and beverage environment.
- Systematic and cheerful approach with a 'can do' problem solving attitude.
- Willing to undertake appropriate training.
- A kind and caring attitude towards your colleagues and customers.