



## Job Profile

### Front of House Position – Zero Hour

**Job Purpose:** To provide customers with a high level of service, by taking accurate food and drink orders, processing payments, delivering food orders to tables and clearing/cleaning tables after use.

### Key Responsibilities and Accountabilities

- To take & process food orders accurately.
- To ensure food allergy processes are carried out.
- To always deliver good Food Safety & Hygiene practices.
- Deliver food orders to tables.
- Clear and clean tables.
- Keep the Front of House area clean, tidy and welcoming
- Work closely with the kitchen to ensure a smooth service
- Provide catering support in the preparation, cooking and serving of food and beverages plus related catering duties
- Handle visitor enquiries professionally and promptly, and communicating with the Front of House Supervisor to ensure visitor satisfaction
- Attend training courses, and complete online training as required
- Undertake any other duties that may be required for the effective operation of the catering establishment

The above sets out the area of work in which duties will generally be focused and gives an example of the type of duties that the post holder could be asked to carry out. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

## Accountabilities

- Food & Safety Hygiene
- Customer Care
- Allergen Awareness
- Health & Safety

## Stakeholders

- Colleagues
- Volunteers
- Other Relevant regulatory bodies-FSA, Environmental Health

Reports to: Commercial Manager via Front of House Supervisor

Remuneration: This post is in line with the National Living Wage dependant on age.

Contract: Initial contract is for 6 months

Hours: 0 hours – As a visitor attraction some flexibility is required

## Experience

- Food Hygiene Certificate (Desirable)
- Customer Care (Desirable)
- Till/Money Handling (Desirable)
- Working in catering industry (Desirable)
- Food Preparation (Desirable)

## Personal Attributes

- Good standard of personal hygiene
- Ability to work under pressure and use own initiative
- Ability to work as part of a team
- Commitment to attendance at work
- Commitment to health & safety
- Flexible approach to duties and working hours/pattern
- Always display the Dudley Canal & Caverns values and behaviours and actively promote them in others