



RIPLLEY CASTLE

JOB DESCRIPTION **FOOD & BEVERAGE ASSISTANT – TEAROOM**

Job Title:	Food & Beverage Assistant – Tearoom
Location:	The Tearoom The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Reporting to:	Tearoom Manager
Responsible for:	Not applicable
Main purpose of the Job:	<ul style="list-style-type: none">• 'Meet and Greet' all visitors to the Castle Tearooms.• Provide an exceptional experience for all visitors.• Keep the Tearooms clean and tidy.
Responsibilities and Duties:	<ul style="list-style-type: none">• To meet, manage and, whenever possible, exceed visitor expectations.• Welcome visitors from all sections of the community and provide an accessible service.• Ensure smooth running of Tearoom.• To 'Meet and Greet' all visitors to the Castle Tearooms.• Provide assistance to all visitors.• Ensure all visitors have an enjoyable experience• Promote 'Daily Specials'.• Use product knowledge to provide information and advice in an inspiring way.• Upsell whenever appropriate• Process all food and beverage orders.• Keep the Tearooms clean and tidy including toilets• Washing up• Maintain safe working methods at all times.• Work within Estate Health and Safety guidelines at all times to ensure the safety of staff and visitors.• Support other team members.• Promote other areas of the Ripley Castle Estate.
Essential Requirements	<ul style="list-style-type: none">• Confident cash handling skills• Excellent communication skills.• Fluent English speaking.• Numerate• Exceptional team player.• Able to use own initiative.• Ability to work under pressure,• Self motivated and confident.• Open to new ideas and working practises.• Enthusiasm for meeting people.• Impeccable personal presentation.• Flexible

Desirable Requirements	<ul style="list-style-type: none"> • Previous hospitality/retail experience • Food Hygiene training • First Aid training • Knowledge of the local area
Working Conditions and Benefits	<ul style="list-style-type: none"> • Rate of Pay: £8.21 • Hours: 9.00am – 5.30pm approximately. Various (Including some weekends and bank holidays.) • Holiday: 28 days (including bank holiday allowance) per annum. Pro rata for part-time staff • Staff Discounts in Gift Shop, Tearoom and Boar’s Head Bar/Restaurant. • Contributory Pension Scheme. Conditions applicable.
Other duties:	<ul style="list-style-type: none"> • From time to time you may be asked to undertake other duties on the Ripley Castle Estate and training will be given if this is deemed necessary. • All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas. • Over time your key duties may change and your co-operation will be expected where such changes are reasonable

Food & Beverage Assistant – Tearoom
March 2019