



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

Desirable Requirements	<ul style="list-style-type: none"> <li>• Previous hospitality/retail experience</li> <li>• Food Hygiene training</li> <li>• First Aid training</li> <li>• Knowledge of the local area</li> </ul>
Working Conditions and Benefits	<ul style="list-style-type: none"> <li>• Rate of Pay: vary dependant on age</li> <li>• Hours: Full &amp; part time hours available including some weekends and bank holidays.</li> <li>• Holiday: 28 days (including bank holiday allowance) per annum. Pro rata for part-time staff.</li> <li>• Staff Discounts in Gift Shop, Tearoom and Boar's Head Bar/Restaurant.</li> <li>• Contributory Pension Scheme. Conditions applicable.</li> </ul>
Other duties:	<ul style="list-style-type: none"> <li>• 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.</li> <li>• All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas.</li> <li>• Over time your key duties may change and your co-operation will be expected where such changes are reasonable</li> </ul>

Food & Beverage Assistant – Tearoom  
July 2019