



RIPLEY CASTLE

JOB DESCRIPTION

FOOD & BEVERAGE ASSISTANT

Job Title:	Food & Beverage Assistant
Location:	The Boar's Head The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Reporting to:	Restaurant & Bars Manager/Supervisor
Main purpose of the Job:	To provide the highest level of service to all our guests
Key responsibilities and duties:	<ul style="list-style-type: none">• Take orders accurately and ensure correct billing• Promote daily specials and provide great knowledge on our food and drink offer• To serve food quickly and efficiently• Maintain excellent standards of customer care at all times• Assist with the smooth running of the department including cleaning, set up and close down• Contribute to new ideas as to how we can continually improve our service• Attend pre-shift briefings and training• Adhere to safe working methods• Any other reasonable duties that may be required•
Essential Requirements	<ul style="list-style-type: none">• Able to communicate confidently at all levels• High standards of personal presentation• Ability to work under pressure• Able to work on own initiative.• Good timekeeper• Excellent customer service skills• Good command of the English language• Good numeracy and literacy skills• Excellent accuracy and eye for detail• Flexibility and willingness to try new things
Desirable Requirements	<ul style="list-style-type: none">• Experience in a Food & Beverage environment.

<p>Working Conditions and Benefits</p>	<ul style="list-style-type: none"> • Rate of pay - £8.21 (age dependant) • Hours – variable/flexible. Days/Evenings/Weekends. • Staff Discounts in Gift Shop, Tearoom and Boar’s Head Inn. • Pension – Auto Enrolment depending on eligibility. • Holidays – 5.6 weeks (inclusive of Bank Holiday allowance)
<p>Other duties:</p>	<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. • Food & Beverage Assistants may rotate between Food & Beverage departments depending on the needs of the business • 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
August 2019