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Llanarthne, Carmarthenshire, SA32 8HG
Tel: (01558) 667148 Fax: (01558) 668933
Llanarthne, Sir Gaerfyrddin, SA32 8HG
Ffôn: (01558) 667148 Ffacs: (01558) 668933
www.gardenofwales.org.uk

Catering Assistant National Botanic Garden of Wales

This is a good opportunity for someone with an interest in customer service and enthusiasm for working as part of a flexible team to contribute to the success of one of the most iconic destinations in Wales. The National Botanic Garden of Wales is making a real difference to conservation, education, sustainability, and the enjoyment of the visitor. Find out more by exploring our web site <http://www.gardenofwales.org.uk/>.

Catering Assistants are part of the catering team at the Garden working in one of three catering outlets. These outlets are the Seasons Restaurant in the Stable block, the Mediterranean Cafe in the Great Glasshouse and the Gatehouse Coffee Shop at the main entrance. The position involves giving excellent customer service, adhering to hygiene regulations and encouraging visitor enjoyment. Tasks and responsibilities include cash handling, serving hot and cold food and drink products, replenishing stocks, ensuring cleanliness at all times, ensuring crockery, dishes and cutlery are washed and ready for use and clearing tables.

You will need to have a warm welcoming manner with good interpersonal communication skills. With an ability to work both collaboratively in a team, and independently taking responsibility and acting on your own initiative, you will also be able to use an EPOS till system. Someone who can juggle priorities while staying calm when under pressure in a busy environment, you will also be well organised, dependable and adaptable. This role requires a well mannered, smart and polite individual, keen to advise and assist visitors and to provide high levels of customer care. You must be able to work flexible hours including weekends, Bank Holidays and special events as well as covering in other departments if required.

OUTLINE DETAILS OF APPOINTMENT

This is a seasonal part time role covering with other members of the team on up to 5 days out of 7 basis. The salary meets National minimum wage.

Informal enquiries are welcome and should be directed in the first instance to Cellan Williams, Head of Catering & Corporate, e-mail to cellan.williams@gardenofwales.org.uk.

Applications, in the form of a cover letter and CV clearly showing how you meet the criteria should be sent, preferably as electronic copy, to cellan.williams@gardenofwales.org.uk .



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NATIONAL BOTANIC GARDEN OF WALES
GARDD FOTANEG GENEDLAETHOL CYMRU
Job Description

Post Title	Catering Assistant (Front of House)
Grade	Assistant
Department	Catering
Reports to	Catering Manager
Responsible for	No management responsibility for others
Post Reference*	

OUTLINE purpose of the role

Working as a member of a team to provide a professional, efficient, courteous and friendly service. Providing advice and assistance, maintaining product and undertaking cleaning duties whilst ensuring compliance with company policies and current legislation.

A. General Responsibilities

1. Demonstrating high standards of customer care. Aiming to promote visitor enjoyment, maximise sales, and encourage return visits as well as wider customer satisfaction and positive feedback.
2. Contributing and communicating as a member of the Garden staff team to any activities or duties that support and promote the Garden, and help in its smooth day-to-day running and its overall success.
3. Supporting and promoting the ethos, activities, and reputation of the National Botanic Garden of Wales. Facilitating and encouraging use of the Welsh language.
4. Observing health and safety systems and procedures. You have a responsibility to work safely at all times and to report any potential hazards, faults or problems to the Head of Catering, the Duty Manager, or an appropriate responsible or senior person.
5. In all aspects of the role, building excellent relationships with others inside and beyond the Garden is expected.

Specific Duties

6. Attending for work punctually and dependably with a clean and smart appearance wearing a name badge at all times.
7. Serving visitors food and drink products both hot and cold.
8. Ensuring crockery, dishes and cutlery are washed and ready for use, re-stocking supplies on counters and dispensers.
9. Ensuring the server counter has sufficient quality products at all times.
10. Ensuring all drinks fridges have sufficient stock at all times.
11. Operating the till and handling cash.
12. Keeping tables clean and clear
13. Keeping catering areas and all associated food preparation areas clean and tidy.
14. Properly disposing of waste and recycling, both inside and in helping with bulk waste.
15. Washing up, operating the dishwasher.
16. Complying with all aspects of Food Hygiene, both legislative and internal.
17. As necessary participating actively 'hands-on' as part of on-floor trading team throughout the Garden (gift shop, plant sales, or other areas).
18. Working to ensure a harmonious, happy, and mutually respectful team environment.
19. Contributing ideas and suggestions for improvements.
20. Such other duties as from time to time may be allocated.

This description sets out the current duties which may be varied from time to time in line with organisational need.

You may be required at times to work in other areas as required by the Head of Catering and Conferencing, the Duty Manager, or members of the Senior Management Team.

PERSON SPECIFICATION

- Specified below are the criteria considered necessary to fulfil the role.
- This information is made openly available to applicants and will form the basis for the recruitment and selection process.
- Only those applicants who meet these criteria adequately will be considered.

	Criteria and evidence expected:	Method of Assessment		
		Paper application	Interview	Occupational assessment
	Education/Qualifications Knowledge/Experience Competencies/abilities			
	Essential Criteria			
1	Demonstrated customer service focus with awareness of your impact on the customer experience and enthusiasm for achieving targets	√	√	
2	Evident interpersonal communication skills – with customers, managers and colleagues. Able to readily generate conversations with others	√	√	
3	Able to work both collaboratively in a team, and independently taking responsibility and acting on your own initiative	√	√	
4	Evidence of ability to handle cash and operate an EPOS till.	√	√	√
5	Previous record of punctuality, dependability, reliability and honesty	√	√	
6	Well organised, adaptable, and able to find creative ways to solve problems.	√	√	√
7	Ability to multi-task and juggle priorities as well as staying calm and friendly under pressure in a busy environment.	√	√	
	DESIRABLE CRITERIA			
1	Knowledge of, and interest in, the Catering sector	√	√	
2	Ability and willingness to work flexibly in relation to working times/days	√	√	
3	Genuine interest in the mission and purpose of the Garden and enthusiasm for contributing to development of its team spirit, reputation, and ethos	√	√	
4	Fluency in written and spoken Welsh is desirable.	√	√	√