

JOB DESCRIPTION

POSITION	Food & Beverage Assistant
CONTRACT	Casual (non guaranteed hours)
SALARY	£8.21 - £9.22 per hour
RESPONSIBLE TO	
Food & Beverage Operations Manager	
ROLE OVERVIEW	
To deliver a 5 star customer service within all catering outlets at Glasgow Science Centre (GSC) including Taste Café, Aroma Café and during Corporate Events and rotate between the different areas as necessary.	
RESPONSIBILITIES	
<ul style="list-style-type: none"> • To work within all catering areas at GSC including all Café outlets and at Corporate Events. • To ensure customer satisfaction by providing a 5 star customer service within all catering outlets with a welcoming and friendly attitude. • To assist Supervisors/ Managers in the day to day running of these catering operations. • To serve and prepare food according to GSC's food hygiene, allergens and health and safety standards. • To set up and clean down catering units in an efficient way according to cleaning schedules and GSC's food hygiene standards. • To receive deliveries and distribute to the designated area, ensuring shelves are well stocked and maintained at all times. • To carry out cash and credit transactions quickly and accurately within guidelines, focusing on suggestive selling. • To deal with all visitor enquiries, through knowledge of catering products and the major elements of GSC, following up on enquiries as necessary. • To be presentable at all times working in a clean professional manner, ensuring appearance is always at a 5 star standard. • To assist in the development of GSC catering operations to ensure continued development. • To attend training and briefing sessions as required. • To assist in the evacuation of GSC during an emergency. • To implement the GSC 5 star Customer Service promise. Offer a fun, safe and welcoming environment to all customers. • To work within the guidelines of GSC's Health and Safety policy and procedure. • To provide an integrated, co-ordinated and professional level of service to our customers at point of contact. • To carry out other reasonable duties/tasks as required, deliver and meet the objectives of your team and Glasgow Science Centre. 	

PERSON SPECIFICATION

Experience & Skills:

- Experience within an events or catering environment
- Experience of till operation and cash handling preferred
- Experience of stock taking and deliveries an advantage
- Experience of using Barista coffee machine desirable.
- Strong communication skills.
- Strong ability to work in a fast-paced team environment
- Strong understanding of delivering 5 star customer service

Personal Qualities:

- A friendly, professional and hardworking attitude.
- Willingness to learn with a can-do attitude
- Team player and works well with others
- High standard of customer service.
- A flexible approach to meet overall deadlines and needs of GSC, both within and out with your own department
- High level of commitment to GSC's vision, mission and values.
- Inclusive approach when working with a diverse range of people
- Flexible to work evenings, weekends and holidays as required.

APPLICATION PROCESS & CONTACT DETAILS

To apply please forward an application form to recruitment@glasgowsciencecentre.org

Application forms can be downloaded from our website: glasgowsciencecentre.org

Postal address: Human Resources, Glasgow Science Centre, 50 Pacific Quay, Glasgow, G51 1EA