



Job Title: Catering Assistant

Responsible to: Catering Manager

Hours: This is a zero-hour contract during our busy Christmas period covering 24 nights from 30th November-December 31st including Christmas Eve and New Years Eve. Hours of work are set in both day and evening shifts and are flexible between 9:30am and 9:30pm. These shifts include weekend and weekday work. Full training will be given.

Salary: £9.50 per Hour

About the role: We are looking for talented and energetic individuals to join our Christmas Catering team. If you are passionate about excellent service, great food and want to add value to our customers we want to hear from you. From serving customers to back of house support, you will be part of a team delivering tasteful and delightful treats to our customers.

Main Duties:

- Ensure that a warm welcome is extended to all visitors, and the highest standards of visitor care are met
- Help to orientate visitors and share information about the Museum, Gardens and Christmas Light Trail as appropriate
- Ensure visitors are informed about events and activities taking place on site.
- Operating EPOS till system, handling cash and card payments.
- Deliver excellent service to each of our customers
- Ensure highest standards of presentation of food and drink at all times
- Preparation of hot drinks using a Barista system, and service of food items
- Preparation of simple menu items
- Maximisation of sales through product knowledge
- Wash up and undertake general cleaning, ensuring that we maintain an appropriate environment for visitors
- Maintain food hygiene and health & safety regulations as directed by the Catering Manager.
- Wear the uniform provided
- Undertake such other duties, consistent with the responsibilities of the post and as directed by the Catering Manager and/or Senior Management Team, as may be required from time to time

Security and Health and Safety

- In the event of an emergency, manage, with others, the emergency procedure and guide visitors to pre-determined safety points.
- Ensure that policies and procedures, including those relating to health and safety, are continually observed.
- Provide First Aid assistance (if trained) as required

Person Specification

- Excellent customer service skills
- Good levels of numeracy
- Able to follow guidance and to present food and drink to required standards
- Problem-solving skills and ability to deal effectively with issues as they arise
- Excellent verbal and written communication skills
- Ability to work effectively as part of a small team
- Positive approach and drive to improve standards of visitor care
- Commitment to equalities and diversity and an understanding of how these relate to the role

To Apply

Please send a CV and covering letter, giving details of your interest in the position and outlining how you meet the person specification, to: cateringjobs@americanmuseum.org

The deadline for applications is: 31st October 2022

Interviews will take place in early November