

Job Description

Job Title	Visitor Experience Assistant: Front of House, Retail and Cafe
Department	Visitor Experience
Hours	Casual contract - various shifts covering seven day operation

Summary

The Visitor Experience Assistant works across all areas of the Visitor Experience operation which includes Café, admissions, retail sales, and events.

The postholder should be prepared to work flexibility across all areas.

This role involves working in the Café, and at Front of House processing retail sales and admissions, providing information, supporting events, and maintaining a positive environment for all visitors.

Job role:

Key responsibilities:

- Provide a warm and informative welcome to all visitors as they arrive for their visit, selling admission tickets and retail merchandise.
- Provide an efficient high-quality food and drinks service in a friendly manner to visitors to our Waterside Café.
- Follow instructions efficiently and support any commercial initiatives that are introduced.

Main responsibilities:

Waterside Café:

- Serve visitors with excellent customer service; promptly, efficiently, and courteously.
- Prepare the Café and food counter display at the start of the day, ensuring it is ready for opening at 10.30am.
- Ensure the presentation of the food counter is stocked and maintained throughout the day.
- Serve visitors efficiently with food and drink orders, including Barista style hot drinks.

- Process sales of food and drinks through the till efficiently, processing payments accurately.
- Keep the Café clean and tidy; clear and clean tables, taking the crockery to the kitchen for cleaning.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.
- Clean and close the Café at the end of the day which includes the coffee machine.
- Understand the need for, and help to maintain, excellent hygiene procedures.
- With training and guidance, develop a good knowledge of the products on offer.
- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.

Front of House admission tickets and retail gift shop:

- Provide exceptional customer service by offering a warm welcome as visitors arrive at the Museum for their visit.
- Process and sell admission tickets for visitors in an efficient and prompt manner.
- Accurately record details supplied by our visitors for Gift Aid purposes, aiming for a 65% sales conversion rate.
- Actively sell the Museum guidebook, aiming for a 5% sales conversion rate, as well as encouraging sales of other Museum products and services.
- Process retail sales efficiently and accurately, being knowledgeable of our retail merchandise.
- Assist with pricing of retail stock, and the replenishing of merchandise.
- Assist the Retail Manager to keep the shop clean, tidy, and well-presented at all times.
- Keep up to date with exhibition content, scheduled events, and activities to provide visitors with this information.
- Provide information and assistance to visitors, identifying individual needs and assisting where possible.
- Respond to visitor enquiries, feedback, and concerns in a professional and courteous manner.
- Support the Visitor Experience Supervisor in daily operations, as and when required.
- Uphold Health and Safety procedures at all times.

Events: (evening and day-time events, as and when required)

- Assist with the setting up of the function room, if required.
- Serve alcoholic drinks, checking customer's identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Serve food at the event, checking that customers are enjoying their meals and take action to correct any problems.
- Clear and clean tables, returning used plates and utensils to the kitchen for cleaning.
- Carry out dishwashing duties, put away clean crockery, cutlery, and equipment.
- Clean and clear function room, returning tables to storeroom/café.

General:

- Carry out evacuation responsibilities in an emergency.
- Carry out any other tasks that may be assigned to you in line with this role.

Competencies

Essential

- Previous experience of working in a busy visitor-facing role and/or previous experience of working in a busy catering or food and beverage environment
- Excellent communication skills to interact confidently with visitors
- Excellent customer service skills; friendly and approachable
- Conscientious, enthusiastic, and motivated
- Ability to work as part of a team and independently; pro-active at all times
- Flexible to work across all areas
- Experience of processing transactions using a till/EPOS system/cash handling
- Excellent organisational skills, with thoroughness and attention to detail
- Excellent standards to personal presentation, smart appearance

Desirable

- Barista trained (training will be provided)
- An awareness of food hygiene and/or Level 2 Food Hygiene qualification (training will be provided)
- An awareness of Health and Safety procedures

Hours:

- Various hours across a seven day operation available including evenings, as and when we have event bookings
- Additional support required during busy holiday periods, and to cover sickness and holiday absence

Salary:

The hourly rate for this role is:

- £12.21 per hour, 21 and over
- £10.40 per hour, under 21