

Position Title – Hospitality Assistant

The hospitality assistant will work closely with all the team at Murton to ensure an excellent customer experience is achieved.

RESPONSIBILITIES

Serving the public:

- Delivering first class customer service at all times, to all at Murton.
- Processing transactions through the till efficiently and accurately.
- Communicating orders clearly to kitchen staff.
- Serving food and beverages courteously and efficiently.
- Keeping the hospitality areas clean and tidy at all times
- Responding to telephone and verbal enquiries appropriately.

Kitchen:

- Assisting with kitchen preparation.
- Assisting in the preparation of food for group bookings.
- Ensure the kitchen areas are kept clean and tidy.
- Correct disposal of waste.
- Keeping dish washing up to date to ensure a smooth service.

General:

- Understanding all safety procedures.
- Following opening and closing routines ensuring our standards are met.
- Cleaning carried out to the required standards.
- Ensuring shop display is kept tidy.
- Receiving and processing deliveries.
- Keep store and staff area clean and tidy.

Skills Profile:

The Hospitality Assistant must

- Have excellent customer service skills
- Have good verbal and written communication skills.
- Have knowledge of food hygiene procedures and how to handle food safely.
- Have a confident and friendly manner with a positive approach to solving difficulties.
- Understand safe working practices and health and safety legislation.
- Understand all safety procedures relating to fire and security.
- Be of clean and tidy appearance.
- Be responsible, honest and reliable.
- Be an effective team worker.

This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent development.