



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.
- When required, dealing with customer comments and complaints.

Kitchen:

- Assisting with food preparation.
- Assisting in the preparation of food for group bookings.
- Ensuring the kitchen area is kept clean and tidy.
- Correct disposal of waste.
- Keeping dish washing up to date to ensure a smooth service.
- Preparing home baking to a high standard.
- Working with the Team Leaders to work with existing suppliers and source new local suppliers
- Ensuring all dietary requirements are met
- Strive to ensure a healthy, exciting, practical and seasonal menu.

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.
- Must be organised and able to use initiative and work under pressure.

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.



Statement of Purpose

Murton Trust for Education and the Environment

Murton is a Scottish Charitable Incorporated Organisation (SC031554) with a dual educational and environmental purpose. We are situated on a former quarry near Forfar in Angus and manage a thriving nature reserve, visitor farm and tearoom set in 100 acres.

The vision

To provide a unique environment in which children, young people and adults can learn and develop skills for life.

The mission

Murton aspires to enrich people's lives by using our site to its full potential. We can offer our unique environment as an educational centre that offers a positive impact on all ages. We hope to be a thriving and sustainable charity valued in the community and recognised nationally.

Our aims

The specific aims of Murton are:

- To provide educational opportunities that encourages learning and developing skills for life.
- To maintain and establish a thriving nature reserve that encourages access to the outdoors.
- To effectively run a visitor farm and tearoom on our site that offers a recreational and leisure facility and generates income to support our educational work.
- To maintain and develop strong connections with our community through our leadership, work and on our site.

Our values

We value people – We are here for everyone.

We inspire people through our leadership, knowledge, enthusiasm and actions.

We are welcoming, understanding and value difference.

We encourage, respect and nurture the contribution that everyone can make.

We value our place – We develop it with and for people.

We are committed to creating and enriching an enduring natural asset.

We value and recognise the contribution our place provides to the wellbeing of all.

We act responsibly, safely and sustainably in our place.

We make it happen – We move forward with purpose and ambition.

We are curious, responsive and ready to learn from others.

We collaborate and encourage partnerships.

We keep things simple and move forward with purpose.