

# JOB DESCRIPTION



<b>Job Title</b>	Hospitality Assistant
<b>Department</b>	Events and Hospitality
<b>Reporting To</b>	Events and Hospitality Manager (Line Manager) Deputy Hospitality Manager (Supervision)
<b>Main Purpose</b>	Frontline delivery of dynamic and efficient customer service in any catering, bar and café facilities operated by Sheffield Theatres and its trading subsidiaries.

## Main Duties Include

- Delivering a consistently high standard of customer service in a welcoming and friendly manner for all Sheffield Theatres patrons
- Working across various bar outlets, in Crucible Kitchen and on our private and corporate events
- Ensuring consistently excellent delivery of food and drink meeting organisational standards, regulations and legislation; maximising sales wherever possible and maintaining comprehensive product knowledge
- Preparing and maintaining designated areas prior to opening and throughout shifts, including maintaining adequate stock, and ensuring the area is kept hygienic and safe in accordance with procedures and health and safety requirements
- Operating systems of stock rotation, security of stock, ensuring minimal wastage and negating opportunities for theft
- Monitoring the bar, catering and Crucible Kitchen areas for any disorderly conduct and reporting and untoward situation immediately in accordance with company procedures

## General

- Driving change in our industry through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Being accountable for the safety of yourself and others by working safely and in accordance with our Health & Safety legislation and Safeguarding Policies
- Creating a positive working environment, underpinned by the organisation's values
- Assisting our work in developing audiences, improving our digital practice and growing fundraising income for the theatre
- Ensuring we are collecting and using data from all activities to inform decisions, demonstrate our impact and fulfil our funding conditions
- Complying with all legal requirements relating to the General Data Protection Regulation (GDPR)
- Contributing to the sustainability of the organisation in line with Sheffield Theatres' environmental conditions
- Carrying out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Undertaking relevant training and development as required

## PERSON SPECIFICATION

- Previous experience of customer service delivery to a high level of customer satisfaction
- An approachable and diplomatic communicator with those at all levels
- A welcoming and capable manner to help us create a high-quality experience for our diverse range of audiences
- The motivation, drive and enthusiasm to maximise sales
- Good verbal communication skills including a good standard of spoken English
- Enthusiastic and resourceful, able to cope with the demands of working flexibly within the hours that a theatre demands
- Experience of working in a bar or restaurant/cafe environment or working in events/banqueting environments
- Basic level Food Hygiene certificate
- Banqueting skills and experience