

Visitor Services Assistant – Bar, Restaurant and Events Job Description

Salary: £12.00 per hour

Contract: Casual (Shift work including regular evenings and weekends)

Reports to: Restaurant & Events Manager

Role Details:

Visitor Services Assistants perform an important function at Dundee Rep & Scottish Dance Theatre Limited, acting as the main contact for customers throughout the public areas of the building (including theatre bar, restaurant, box office and auditorium).

Key Responsibilities

1. Restaurant

- 1.1. Efficiently meet and greet customers and escort them to tables.
- 1.2. Present menus and daily specials to customers and answer questions about menu items, making recommendations upon request.
- 1.3. Explain how various menu items are prepared, describing ingredients and cooking methods.
- 1.4. Take accurate food and drink orders and relay them to the kitchen staff/bar staff as appropriate.
- 1.5. Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- 1.6. Serve food and/or drinks to customers quickly and professionally.
- 1.7. Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- 1.8. Prepare and deliver accurate sales bills to customers.
- 1.9. Set and clear tables, ensuring that tables, chairs, cruets, menus, etc., are clean and ready for use.
- 1.10. Stock service areas with supplies according to Standard Operating Procedures.

2. Theatre Bar

- 2.1. Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- 2.2. Deliver a quick and efficient service.
- 2.3. Accurately and hygienically supply food and drinks.
- 2.4. Minimise waste through spillage.
- 2.5. Keep accurate records of internal accounts / spillage / food waste.
- 2.6. Keep work areas clean, tidy and operating efficiently according to Standard Operating Procedures

3. Events

- 3.1. Support the Restaurant and Events manager in setting up internal and external events.
- 3.2. Set and clear tables, ensuring that tables, chairs, cruets, menus, etc., are clean and ready for use.
- 3.3. Serve food and/or drinks to customers quickly and professionally.
- 3.4. Check customers' identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- 3.5. Support the Restaurant and Events Manager in dismantling and or resetting events.

4. Other

- 4.1. To adhere to all Dundee Rep & Scottish Dance Theatre Ltd's policies and procedures.
- 4.2. Report any issues that arise to the Restaurant & Events Manager or Duty Manager.
- 4.3. Any other duties or projects as required by the Restaurant & Events Manager or Head of Operations connected with visitor services requirements and the general smooth and efficient operation of the building and company.

Person Specification

Essential

1. Previous customer service experience in the hospitality industry
2. An ability to accurately handle money and stock, with strong mental arithmetic
3. The ability to recognise the importance of presentation, both personal and environmental, with the resourcefulness to ensure bar and restaurant of Dundee Rep are presentable
4. The confidence to have a visible presence when in uniform and to approach customers
5. Ability to take direction from supervisors and managers
6. To be able to ask for help from management when required
7. A pro-active, warm, friendly and enthusiastic manner
8. Ability to remain calm and professional when dealing with members of the public
9. Over 18 years old

Desirable

1. Previous experience in a bar or restaurant environment
2. Knowledge of Dundee Rep & Scottish Dance Theatre and the work that is programmed

Terms and Conditions

Visitor Services Assistant

Period of work

This is a permanent contract.

Pay

£12.00 per hour

Hours

Zero hours contract. Shift work including regular evenings and weekends

Holidays

Annual leave will be accrued and paid on a quarterly basis.

Notice period

The notice period will be two weeks

Location of work

Your main place of work will be Dundee Rep.

Other benefits

- Contributory staff pension, after three months of service

Non-contractual benefits

- Staff tickets to DRSDT produced shows
- Staff discount in Rep Restaurant

Dundee Rep and Scottish Dance Theatre Limited strives to be an equal opportunities employer and is supported by Creative Scotland and Dundee City Council.

Equal Opportunities

Dundee Rep and Scottish Dance Theatre Limited is committed to promoting equality and opportunity in its employment practices. In particular, the Organisation aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, disability or religious beliefs.

Safeguarding

Dundee Rep and Scottish Dance Theatre Limited is committed to safeguarding and operates an environment where all staff are expected to report any concerns about vulnerable people or about the behaviour or practice of colleagues and other people they come into contact with.

Offers

Any job offer we make is subject to:

- Receipt of two satisfactory references
- Proof of eligibility to work in the UK