Job Description

Food & Beverage Catering Assistants Bunratty Folk Park (Seasonal Position)



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| **Role Purpose:** |
| **Catering Assistant –**  The role of catering assistant is to be the welcoming face of Bunratty Castle in the Food & Beverage outlets. To ensure that customers are served in a polite, professional, and courteous manner. To ensure that the business unit is kept clean,  tidy, neat, and safe for colleagues and visitors. Stock items should be available, well presented the staff member should be knowledgeable about their stock lines |
| **The Role:** |
| * **Welcoming Guests to the individual Food and Beverage unit and The Folk Park**   + Be professional, reliable and friendly with high standards of personal hygiene and appearance.   + providing visitors with a memorable experience to promote a welcoming atmosphere.   + Ensuring that the customer experience is enhanced by meeting you.   + Aim for exceptional customer service.   + Be a team player who enjoys interacting with people and can 'go the extra (s)mile’. * **Daily operations of the Café/Bar**   + Ensuring that each customer is served in a timely and effective manner.   + Focusing on food quality, the standards of the Café/Bar/ Tea Room   + Good food presentation skills and comfortable operating café equipment   + Ensuring that the stock is in place and well presented.   + Adhere to cash and monetary handling procedures following SH standard policies and procedures.   + Demonstrate product knowledge when answering customer queries – paying particular attention to allergens, ingredients, and items suitable for vegans etc. * **Ensuring there is optimum attention to cleanliness.**   + Personal hygiene and appearance are paramount.   + Working environment bust be kept clean. * Presenting the Café/Bar/ Tea Room and its surroundings to the highest standards required for this busy visitor attraction.   + Clean as you go `   + Handling and responding to customer comments or complaints.   + Operate café equipment to prescribed safety and company standards.   + Use protective clothing provided as required – hair nets/ aprons / gloves.   + Reporting into Team Leader and or Supervisor. |
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| **PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you. Please apply for this role by sending in your CV to [hr@claretourismdev.ie](mailto:hr@shannonheritage.com) by **17:00 on Friday 15th November 2024** |