**Food & Beverage Assistant**

**Bunratty Folk Park**

**(Permanent Position)**

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| **Role Purpose:** |
| The role of Food & Beverage Assistant is to be the welcoming face of Bunratty Castle & Folk Park in the Food & Beverage outlets The successful candidate will ensure that customers are served in a polite, professional, and courteous manner, while always ensuring the business units are clean, tidy and safe for colleagues and visitors.  |
| **The Role:** |
| * + Be professional, reliable and friendly with high standards of Customer Care.
	+ providing visitors with a memorable experience and promote a welcoming atmosphere.
	+ Aim for exceptional customer service.
	+ Engage with fellow employees and customers to create and maintain a friendly and vibrant atmosphere in our Food outlets.
	+ Be a team player who enjoys interacting with people and can 'go the extra mile’.
	+ 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 stock is in place and well presented.
	+ Demonstrate product knowledge when answering customer queries – paying particular attention to allergens, ingredients and items suitable for vegans etc.
	+ Following correct opening and closing procedures for outlined by Team Leader.
	+ Ensuring all daily cash up procedures are adhered to.
	+ Personal hygiene and appearance are paramount.
	+ Working environment bust be kept clean.
	+ Customer areas to be prioritized and the cleaning chemicals to be employed.
	+ Handling and responding to customer comments or complaints.
	+ Operate equipment to prescribed safety and company standards.
	+ Use protective clothing provided as required – hair nets/ aprons / gloves.
	+ Receiving delivery of Stocks and storing in correct area – recording items temperatures before storing in the fridge or freeze.
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| **Requirements:** |
| The successful candidate must have previous experience working in a busy customer facing food & beverage environment. Be hardworking, flexible and able to undertake a variety of tasks. Excellent communication skills required.Applications in the form of a cover letter and current CV should be sent to hr@shannonheritage.com **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. |