



## **Job Description**

Job Title: Team Member Catering

Reporting to: Assistant Guest Experience Manager - Cafe

Salary: £12 per hour

Hours: 8 hours per week (4 hours on a Saturday and 4 hours on a Sunday)

Application Deadline: 25<sup>th</sup> July 2024

*The purpose of this job description statement is to describe the general nature and level of work to be performed by the employee(s) assigned to this job title. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. The Beatles Story reserves the right to revise this job description as necessary but will do so in consultation with the job holder at the appropriate time.*

## **THE PERKS**

- **30 days Holiday Annual Leave** (pro-rata for part time staff)
- A travel pass for local public transport: trains, buses, and ferries.
- Birthday Holiday after 12 months service – “Today it’s your birthday!” incentive.
- Length of Service Benefit – additional days holiday for every 5 years of employment.

## **ROLE PURPOSE**

You will be an integral part of the Front of House Guest Experience Team and assist the Catering Manager in ensuring the day-to-day running of the department is to the highest standard. You will be a customer service champion, delivering excellent product knowledge and recommendations in an adaptable manner to ensure all visitors enjoy a premium quality guest-focused service. You will be friendly and approachable, and willing to embrace new ideas and go beyond customer expectations, inspiring unforgettable and unique moments that guests will treasure. You will support the Sales Function by maximising income generation activities, by upselling whenever possible. You must be willing to learn about our collection and the history of the Beatles.



## **STANDARDS OF SERVICE**

As an ambassador for the company, you will have a passion for delivering five-star customer service - you will be proactive, approachable, and guest focused, always ready to offer support, directions and assistance when needed. You will be visible at all times, maintaining a professional manner, you will engage with guests and respond to their needs by being able to answer a diverse range of questions and enquiries. You will be security conscious and alert, ensuring in depth knowledge and implementation of all company security procedures to safeguard both the exhibition, the building and guests. This includes observation and reporting of any incidents.

## **YOUR RESPONSIBILITIES**

### **Guest Experience**

- To ensure an excellent standard of customer service is delivered daily.
- To undertake all allocated tasks and responsibilities with professionalism and integrity.
- To be sensitive to customer complaints and queries in the first instance and know when it is appropriate to escalate the complaint to a manager.
- Demonstrate a positive presence by being alert and aware of our guests, presenting yourself to the highest standard and demonstrating that you are approachable.
- Ensure that all areas of the guests' journey; Main Entrance, Welcome Area, Fab4Store, Fab4Café and the Discovery Zone are always presented to the highest possible standards ensuring cleanliness, tidiness, good presentation of visitor information, functionality of electronic elements and areas are fully stocked.
- Ensure income generation activities are maximised, by upselling products at purchase points.
- To strictly adhere to The Beatles Story cash handling procedures.
- To complete all daily checks, recognise and report faults in a timely manner.
- Be aware of commercial activities, products and offers, and promote these to our visitors.
- Respond efficiently and competently to any incidents or operational issues as they arise.
- Follow and comply with all health and safety, emergency and fire safety procedures and assist during emergency situations.
- Attend training courses, workshops and team meetings as necessary, and undertake one-to-one training as and when required in order to maintain agreed standards of guest welcome/services.
- Complete all necessary digital procedures and documentation promptly to keep up to date with any relevant changes to processes.
- Previous experience of delivering high quality service to others is desirable, but more importantly to us, is your friendly, confident and visitor focused disposition.



## **Catering**

- To comply with all Food Hygiene regulations as set by the Catering Manager. This includes but is not limited to filling in of the daily paperwork, weekly and monthly paperwork, operate the day dot system, temperature, and probe checks, ensure all food on the premises is within the use by and selling dates.
- To ensure optimum cleaning standards at all times front and back of house within the catering areas of the business.
- To ensure all stock is filled and displayed in an attractive manner at all times.
- Receive deliveries upon arrival of stock highlighting any errors or damages promptly.
- To be trained and conscious of allergens within the café environment.
- To prepare and present all food and drink products to the highest standards at all times.
- To provide a warm and friendly welcome to everyone, you should be able to converse with guests proactively and confidently, either individually or as a group, ensuring that they get the most out of their experience.
- To develop and maintain an appropriate level of knowledge of the Exhibition's collection, displays, objects and stories, and activities in order to assist guests get the most from their visit.
- Regularly monitor the condition and cleanliness of front of house facilities, taking corrective action and/or reporting issues.
- To ensure familiarity with organisational procedures and follow them as required.
- To provide duty of care for the collection, facilities, and our guests, including assisting in fire evacuations and first aid once full training is provided.
- Know how to evaluate and respond sensitively to the specific needs of guests.
- You will have a passion for the band and desire to share your knowledge with the team and wider audience.

## **Performance**

- Actively partake in regular engagement meetings and annual performance reviews, offering a dialogue that shows a desire for personal development, ideas that can enhance the visitor experience, improve the building to ensure together we strive for operational and service excellence.
- Attend training courses, workshops, and team meetings to enhance development, skills and abilities.

## **Operational Standards**

- To undertake and ensure compliance with the companies Health and Safety and Fire procedures.
- Take on the role of fire marshal to support in emergency and evacuation procedures.



- Ability to monitor visitor flow in order to efficiently minimise queues and prevent overcrowding. Ensuring that the various constraints on visitors, which are essential to the safekeeping of the property and its exhibits, are applied in a sympathetic manner.
- Ensure that all areas of the attraction are clean, safe, tidy and hazard free. Alert managers if there are faults/problems in a timely fashion.
- Ensure departmental daily checks are conducted and standards of service are maintained.
- To be security conscious and alert, ensuring in depth knowledge and implementation of all company security procedures to safeguard both the exhibition and guests.
- To operate electronic card transaction machines with the appropriate levels of skill and accuracy.
- Acquire a sound knowledge of the company and its collection so as to ensure all visitors receive appropriate welcome and are provided with accurate information.
- Ensure all areas are tidy prior to opening and throughout the day.

### **Your Skills**

- You will be articulate and friendly and enjoy working in a busy, visitor-facing environment.
- The working pattern is on a rota basis that can cover opens, closes and core hour shifts.
- Good knowledge and experience of providing premium customer service with demonstratable knowledge of this, ideally within a large visitor attraction, entertainment venue, café, restaurant or retail store.
- Experience in operating EPOS and/or electronic ticketing systems
- Experience of achieving performance objectives, particularly with regards revenue generation.
- Ability to work effectively in a team with good leadership and motivational skills.
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation.
- Knowledge and passion for The Beatles and Liverpool.
- Excellent communication, customer service, communicating clearly and confidently to a diverse range of guests, staff, peers, and managers verbally and in writing.
- Exemplary personal presentation standards.
- Able to use telephones, radios, tills, and other technology as required, to aid carrying out your duties.

Application Deadline: 25.7.2024