



Job Title: Catering Assistant/Food & Beverage Team Member

Location: Kent Life

Hours of Work: Week Days Monday – Friday with selected special event and Bank holiday weekends

Zero Hours contract

Hours will vary depending on time of year, with potential to earn more in high season, holidays and weekends, particularly for those who can multi-task

Wage: National Minimum/Living Wage

Report to: Catering Manager

Job Function:

To provide front of house service within the Catering Team with the overall aim of delivering complete guest satisfaction. Duties will include all aspect of Catering from taking and processing orders to cleanliness of all working areas, cash & credit card transactions, manual handling and stock rotation and replenishment.

Key Tasks and Requirements

- On a rota basis, cover all areas of the Food & Beverage department during the season including weekends, bank holidays and special event days.
- Take, prepare & process guests' orders with regard to food & beverage ensuring at all times consistency of service and excellent guest care.
- To up sell food & beverage products with the aim of maximising the income generated from the catering outlets.
- Maintain and ensure effective communications with all staff to facilitate the efficient running of all the food and beverage areas including all conference and group facilities.
- Cash handling & accounting of all monies received from guest.

- To inform nominated manager/supervisor of any requirements to reorder stock
- Maintain cleanliness of all Food and Beverage areas including the associated outside seating areas.
- To maintain at all times a friendly and helpful attitude towards the guests and to strengthen and develop the Company's image and profile by projecting a positive attitude towards guest care
- To up sell any consumables with the aim of maximising the income generated from all Catering areas.
- Team Player

Mandatory Activities

- 1) To adhere to the appropriate Health and Safety procedures and standards of staff behaviour and dress as stipulated by the Company's management
- 2) To undertake any other duties as required by the Company with a view to improving its services to the guest

Our operational team at [Planning Solutions Limited](#), manage a number of visitor experiences – including Kent Life, CONKERS, The Royal Esplanade Hotel and the National Brewery Centre.