

Retail Assistant and Catering Assistant – Role Specification

Line Manager:	Duty Manager
Responsible to:	Visitor Experience Manager
Hours:	Variable. All members of the Minack team are required to work weekends and evenings during the theatre's season.

To assist in the Retail and Catering outlets with:-

1. Welcoming customers to the Minack, providing information and excellent customer service for all.
2. Knowledge of what retail and catering items we stock.
3. Dealing effectively with pre-booked customers for visits, tours and performances. This maybe in one of the Minack outlets or as the first point of contact at the entrance gate.
4. Serving customers in the Retail and Catering outlets
5. Using the till and booking systems for taking entrance fees, shop items and food orders. Taking payments using the tills
6. Cashing up the tills at the end of the day, reconciling takings against the till record
7. Completing the opening/closing checks for your outlet.
8. Restocking the shelves and food storage areas as required and listing replacement stock needed to ensure that the relevant outlet is set up adequately for the next shift.
9. Assisting in movement of stock when required
10. Rotating fresh food items, to ensure that there is minimal wastage. Keeping in contact with the Cook and Assistant Cook to ensure there is enough fresh food on sale.
11. Using a barista coffee machine
12. Adhering to the Minack Theatre Food Hygiene Policy
13. Keeping the counter tops and other surfaces clean and tidy at all times. Cleaning down of drinks machines and any other catering equipment at the end of the day
14. Dealing effectively with members of the public to ensure their safety and that of others while on site.
15. Understanding how the theatre works at all times of the day including during performance times in order to be able to answer questions from the public.
16. Providing customers with general information about the Theatre, it's history and the surrounding area.
17. Dealing with any customer complaints, passing them on to the Duty Manager as appropriate.
18. Pricing new stock received and storing items so that older stock is used first.
19. Assisting with the Front of house team during performance times.
20. Anything else as may be reasonably requested by the Duty Manager, Visitor Experience Manager or a member of the Senior Management Team.

A key element of this role is to offer friendly and courteous service to customers at all times.

In addition, as with all roles at the Minack, you must be conversant with the Minack's Health & Safety Policy and the Evacuation Policy.

Person Specification

Essential:

- Ability to work as part of a team
- Ability to work under pressure in a customer facing environment
- Reliable and punctual
- Good oral skills in English
- Willingness to work flexible and unsociable hours
- Customer Service experience
- Experience working within a retail and or catering environment

Desirable:

- Barista training
- Previous employment in a tourist attraction.
- Interest in cultural events, specifically plays/musicals.
- Oral skills in other languages.
- Good local knowledge of buses, footpaths, beaches, public car parks etc