



GARDD DREFTADAETH ARBENNIG • HERITAGE GARDEN OF EXCELLENCE

Job Description and Person Specification – Seasonal Tearooms Assistant 2018

Location: The Tearooms, Aberglasney Gardens, Llangathen, Carmarthen, SA32 8QH

Rate of pay: National Minimum Wage or National Living Wage (if applicable)

Hours and contract term: Zero hours (hours will be as required) until 30th September 2018

Overall Purpose

The primary role of the Seasonal Tearooms Assistant is to ensure that efficient and professional service is provided to customers of the Tearooms.

Specific duties

- Give a warm welcome to customers and help them to find a suitable table if necessary.
- Take orders, process with the kitchen and deliver to table.
- Ensure customers' satisfaction and clear tables when appropriate.
- Respond to customer needs and enquiries.
- Interact with customers in a proactive, helpful, friendly and courteous manner.
- Process payments through the till in line with procedure.
- Handle and store cash and cheques in line with procedure.
- Leave a positive impression when customers leave the Tearooms.
- Work in line with food safety requirements.
- To be vigilant in areas of health and safety and act upon, without delay, any hazardous situation, unsociable behaviour, vandalism or theft that occurs.
- In the event of an emergency, work with colleagues to initiate the evacuation procedure.
- Other non-specific duties as requested.
- Work collaboratively with colleagues in all parts of the organisation.

Additionally, Tearooms Assistants will be required to work in the kitchen to either support the Cook or carry out tasks in the Cook's absence:

- Stock control.
- Advance food preparation and cooking.
- Preparation/cooking of dishes to order.

Person specification – education, knowledge, skills and experience

- Knowledge and experience of foodservice preferred.
- Ability to deliver a friendly and courteous service.
- Excellent communication and interpersonal skills, with the ability to converse in both Welsh (ideally) and English.
- Good team worker.
- Flexible and adaptable approach.
- Numerate and well organised.
- Appropriate standard of behaviour, dress and appearance.
- Experience of providing a service to the public desirable.

All applications are to be made by emailing or posting a CV and accompanying covering email/letter to:

Jane Williams

Aberglasney Restoration Trust
Aberglasney Gardens
Llangathen
CARMARTHEN
SA32 8QH

jobs@aberglasney.org