



## CHESTER CATHEDRAL

### Food & Beverage Assistant Casual

#### Overall Purpose of the Job

- To deliver a great F&B experience for their customers, putting customers before task every time.
- Champion new ways of working within Food & Beverage (F&B) through an open mindset and positive attitude.
- Complete tasks and processes that deliver aspirational standards, are safe, and legally compliant.
- Maximise revenue generation through active selling, great service, and managing costs to agreed performance indicators.

#### Key Accountabilities

- Serve our customers efficiently, delivering great service at all F&B touch points.
- Deliver 'aspirational' standards through presentation standards, availability and keeping the F&B areas clean and tidy.
- Skilled to utilise all digital tools and communication channels to do the job.
- Share customer and colleague feedback to help us do things better.
- Share knowledge and experience with colleagues to support others in building skill and confidence.
- Own their own learning & development and proactively access digital learning solutions.
- Know the weekly sales targets, priorities, appropriate promotions & selling opportunities.
- Have great product knowledge to sell and recommend our products and services.
- Proactively engage with customers to understand their needs and make recommendations.
- Understand the Cathedral priorities and their part to play.
- Complete tasks with pace and in line with Standard operating procedures.
- Minimise cost and waste through good process practice.
- Follow safe and legal working practices.
- Support in other areas of the Cathedral as required.

#### Capabilities

- Understands how Chester Cathedral operates, it's vision, mission, and objectives, it's future and the role they play.
- Committed to delivering excellent work fast with great attention to detail.
- Open to and acts on feedback, asking for this regularly.
- Takes accountability for planning and managing own work efficiently to ensure objectives are met.

- Is curious and asks questions to challenge the status quo – ask why the F&B team does things the way it does things.
- Effective at communicating their intentions to others; ensures verbal and written communication is clear and simple.
- A confident systems user, able to use FOH and BOH systems effectively.
- In control of their own reactions and considers how to share their perspective to create better reaction for team.
- Copes well with change and work challenges and recovers quickly from its impact.
- Builds positive relationships by being a good listener and getting to know people by establishing a connection.

### **Technical Skills/Experience**

- Contributing to Cathedral sales and cost control.
- Work to get things done right first time within timescales.
- Comprehensive knowledge of the Cathedral and the F&B Operation.
- Good level of product knowledge and services offered across the Cathedral.
- Up to date knowledge of the commercial operation and SOP's.
- Good level of digital capability and use of digital tools and applications.
- Understand customer needs and spot selling opportunities.
- Adapting to change.
- Awareness of product presentation expectations.
- Confidence with delivering Health & Safety policy and procedures, including food safety and licencing.
- Qualified to a minimum of Food Safety Level 2.
- Confidence implementing the Cathedral Safeguarding Handbook.
- This role may be subject to DBS clearance – while it is not necessary for the role as it is described in this document, there may be circumstances when this will be required in the future.

### **Training & development**

- The individual will be expected to attend training courses and meetings as required and to keep alert to legislation and other changes and opportunities for personal development.
- All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding.

This job description does not form part of your contract of employment.

### **Working Pattern:**

This role includes evening and regular weekend work.

### **Remuneration:**

Salary: £9.90 per hour  
 Hours: Casual  
 Holidays: 28 days, including bank holidays  
 Pension: 5% matched contribution plus additional 5% non-contributory

Regular Evening and weekend working will be required.