

## Role Description

A varied, customer facing role of which the main purpose is to ensure the smooth running of all sectors of our department, whilst providing outstanding customer service to our visitors.

**Hours:** Variable hours, must be willing to work weekends when required

## Main tasks

- Work a variety of roles from barista coffee making to hosting children’s parties.
- Ensure a safe, hygienic, efficient and accurate service of food and beverages is upheld.
- Work as an essential part of the DZS team to provide excellent customer service standards whilst accepting direction from management and supervisors.
- To provide exceptional food preparation and presentation
- Have a passion for entertaining and inspiring groups of children.
- The ability to learn and then show knowledgeable understanding of our animal collection during Zoo tours.
- Complete monetary transactions in line with company policy.
- Preparing and presenting meals in line with presentation guidelines and food hygiene regulations.
- Cleaning of all areas of the department including toilets.
- Answering queries or directing customers to someone who can assist them appropriately.
- Food running, clearing tables and ensuring the restaurant is always clean.
- Maintaining cleanliness throughout the department and Zoo site.
- To help where needed with events such as conferences or weddings.

## Employment criteria

Our ideal candidate will:

- Be able to work weekends and evenings when required.
- Have experience of working within a food and beverage, tourism or events industry (or within a customer service environment).
- Have excellent customer service skills.
- Have good communication and interpersonal skills.
- Be able to work well as part of a team and individually.
- Have experience working with Epos systems or willing to learn.
- Have excellent time management skills.
- Be able to maintain high standards of presentation, work ethic and attitude.
- Keep calm under pressure.

It would also help if you:

- Hold a Food Hygiene certificate.
- Have experience working within a catering environment.
- Have your own transport to get to site.