

JOB DESCRIPTION

Hospitality Assistant - Part Time

Theatr Brycheiniog is mid Wales' principal civic space for Theatre, the Arts and Culture. We present inclusive and diverse arts programmes through a high-quality and unique visitor experience (that is currently being redeveloped). We engage, entertain and challenge audiences.

The Theatr is situated in Brecon, within the national park, and boasts impressive attendance and visitor numbers. We host a wide-ranging offer, of both professional and community partners' work, in the 470 seat (or 600 standing) flexible theatre auditorium, large studio space, 2nd floor gallery, 1st floor theatre bar, and canal side cafe with soon to be created shop & ticketing centre.

Our vision is to inspire everyone; enriching people's lives as mid-Wales' principal civic space for Theatre, the Arts and Culture.

JOB DESCRIPTION

Department: Hospitality Team

Post Title: Hospitality Assistant

Post Ref: TB HOS HA P/T

Grade: Based on full-time salary of National Minimum Wage

Based at: Theatr Brycheiniog

Hours: Part-time or casual position based on evenings, weekends, and bank holidays. Flexible hours including unsocial hours.

Responsible to: General Manager; Food and Beverage Manager, Café and Bar Co-ordinator.

SUMMARY

To act as a public face for Theatr Brycheiniog; delivering excellent customer service whilst serving beverages and food to customers to maximise the sales potential of the hospitality offer. To ensure that hygiene regulations and licensing laws are complied with. Work with and support the Café and Bar Co-ordinator on shift.

Theatr Brycheiniog's Café and public spaces refurbishment project has been made possible through a grant from European Social Funds through WCVA and ACW joining the programme through their capital programmes.

Theatr Brycheiniog, Canal Wharf, Brecon, Powys LD3 7EW

Box Office | Swyddfa docynnau 01874 611622, Administration | Gweinyddiaeth 01874 622838,

Theatrbrycheiniog.co.uk

Company Registration Number: 2446965, Charity number | Rhif elusen 1005327, VAT Number: 540823853



THEATR BRYCHEINIOG

DUTIES AND RESPONSIBILITIES

- Maximise the sales potential of the bar by selling drinks, snacks, and prepared food to the customers in the hospitality spaces.
- Handle cash, operate the EPOS till system, always ensuring accuracy and safe keeping of cash.
- To prepare the work area and equipment for service in the hospitality spaces.
- Ensure confidentiality and excellent internal and external customer care.
- To maintain excellent relationships with the customer.
- To upsell additional products and services to customers wherever possible.
- To work methodically and ensure work areas are kept clean and tidy.
- To ensure that all public areas are at all times maintained to the highest standards ensuring that tables are cleared and cleaned.
- To wash all glassware and crockery appropriately.
- To clean all equipment at the appropriate times as directed.
- To be familiar with the correct operation of all equipment.
- To support kitchen leads with food service.
- Assist other members of staff as appropriate to ensure the smooth running of the hospitality spaces.
- To dispose of rubbish correctly.
- Complete necessary cleaning tasks relevant to the area you are working in.
- To adhere to the uniform policy.
- To assist other members of your team as appropriate to ensure the smooth running of the operation.
- To inform the Café and Bar Co-ordinator of all customer complaints and bring to their attention any disturbance as soon as possible.

STOCK CONTROL

- To ensure that any wastage is recorded, and the Café and Bar Co-ordinator is informed.
- Assist in the correct rotation of stock in the bar including stocking the fridges/storage areas during events.
- To ensure compliance with Licensing laws and Weights and Measures Regulations.

MISCELLANEOUS

- To be familiar and comply with all relevant Health and Safety, Operational, Personnel Data Protection and Financial Regulations, policies, and procedures, in particular ensuring that all statutory obligations are complied with especially in relation to the Licensing Laws, Food Safety Act and Food Hygiene.
- To raise the profile and promote the image of Theatr Brycheiniog in a positive manner.
- To undertake such other duties and responsibilities of an equivalent nature as from time to time may be required, in consultation with the post holder including, and not exhaustive, working in other hospitality locations within the organisation, window cleaning, toilet cleaning or any other task you may be reasonably asked by a Manager.
- The post holder's duties must always be carried out in compliance with Theatr Brycheiniog's Equalities Statement ensuring equality of opportunity is afforded to all persons both internal and external to Theatr Brycheiniog, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

SPECIAL CONDITIONS

- The post holder will be required to work unsocial hours including evenings, weekends, and bank holidays as the requirements of the job demand.
- This post is casual and may mean that you will only be asked to work on an as-and-when-required basis.
- This post does not qualify for overtime payments or enhancements.