Beacon

Steward

Reporting to- Bar & Catering Manager/ Assistant Manager

Department –Front of house

**Contract Type- Casual**

**Principle purpose of the role**

Responsible for providing excellent customer service and ensuring customer satisfaction by taking and serving food and beverage orders whilst maintaining a high standard of cleanliness within your working environment.

**Planning and delivery**

* To provide a professional, welcoming and efficient service to all customers during agreed opening times
* To ensure that all food, hot and cold drinks, including alcoholic beverages are prepared to order in a timely manner and to a high standard of presentation.
* To adhere to Café set up and closing procedures, as well as cleaning schedules
* Adhere to food safety, hygiene, wastage and allergen policies and the keeping of relevant records.
* Assist customers with bookings and reservations.
* Ensure that the cafe area and equipment is kept clean and tidy and adhere to Health & Safety guidelines.
* Give advice about food and drink enquiries, menu choices and allergens, collaborating with the kitchen when needed to ensure guest satisfaction.
* Operate the till, take receipt of payments, cash handling and report any issues to the Bar & Catering Manager/ Assistant Manager
* Taking appropriate action to respond to any customer enquires/ complaints
* Helping with the setting up and delivery of functions and events when required

**Schedule**

* Tuesday to Saturday, day and or evening
* Weekend availability

**Health and safety**

* Adhere to health and safety legislation and Poole Arts Trust’s policies and procedures.
* Report all safety matters to the General Manager
* To assist the bar and catering manager/ assistant manager in ensuring that front of house and kitchen areas are kept clean, safe and hygienic at all times, complying with health and safety procedures.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.

**Training**

* Take responsibility for their own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate with their review process with their line manager, every 6 months and to take up opportunities identified as part of their learning and development.

**Representation**

Represent Lighthouse at performances, meetings and events, as and when required.

**Diversity**

To be aware of and embrace the EDIB culture at Lighthouse at all times.

**Values**

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

**Any other duties as may be reasonably required.**

**Person Specification**

**EXPERIENCE AND KNOWLEDGE**

 • Excellent communication and customer service skills. Essential   
 • A good understanding of food handling and hygiene regulations is required. Desirable  
  
   
 • Experience working in a barista/ bar environment. Desirable  
   
 **COMPETENCES AND SKILLS**

 • A polite and friendly manner.  
 • The ability to work well under pressure.

• Good time management  
• Numeracy skills to handle cash and stock.  
• The ability to follow health and safety practices.  
• Ability to work effectively as part of a team and individually  
  **PERSONAL CHARACTERISTICS**

 • Must enjoy working with people and be customer focused.  
 • Adaptable to change.  
 • Dynamic, energetic and enthusiastic.  
 • Flexible and reliable.

**WHAT WE CAN OFFER YOU?**

* Lighthouse Health & Safety training
* Limited access to complimentary tickets
* Staff discount in Beacon Café
* Lighthouse branded uniform

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