



## **RABY ESTATES**

### **JOB DESCRIPTION**

#### **FOOD & BEVERAGE ASSISTANTS**

##### **INTRODUCTION:**

**The Raby Estate** comprises substantial landholdings and trading operations in Co Durham and Shropshire that are owned by Lord Barnard. Raby Estate business operations include in-house farms, let farms and residential property, visitor attractions and sporting enterprises across 3 Estates in Co Durham and Shropshire.

Raby Castle near Staindrop has been the home of the Vane family for generations and is open to visitors. Lord and Lady Barnard seek to develop the Castle and grounds so that it becomes one of the foremost visitor attractions in the North. High Force in Upper Teesdale attracts approximately 100,000 visitors per annum and has potential to be developed further.

As part of the development of the visitor experience, we are looking for enthusiastic outgoing individuals, with great customer service skills to join our team at Raby Castle & High Force.

The hours will include weekends, bank holidays and school holidays so we are looking for flexible and reliable people. Food Hygiene Level 2 and some previous experience would be an advantage.

##### **THE ROLE**

###### **Main Objective:**

- To deliver outstanding customer service, which provides for an unforgettable visitor experience, creating loyal, return visitors to Raby Estates

###### **Job Requirements:**

- Excellent customer service skills
- Flexible approach to duties undertaken
- Ability to work within a team or on own initiative as required
- Effective communication and organisational skills
- Honesty and a high level of integrity
- Enthusiasm and capacity for hard work
- Attention to detail
- Systematic and cheerful approach with a 'can do' attitude

**Salary:** Competitive, meets national living wage

**Qualifications:** Food Hygiene Level 2 preferred

**Hours:** Flexible

**Reports to:** Tearooms Supervisors

**Liaising with:** Food & beverage as well as retail staff, other managers and employees.

**Key Responsibilities:**

- To provide memorable, genuine service to the highest standards
- Food and drink preparation
- Adhere to food hygiene standards
- Taking orders and delivering food to tables
- Ensuring the Tearooms are kept presentable at all times
- Washing up and clearing tables
- Serving customers in the Gift Shop if required
- Cash Handling and use of Epos till system
- End of day cleaning

This list is not exhaustive, and you will be required to carry out any other reasonable tasks arising from time to time.