

Pay: Up to £12.50 per hour

Job Description:

Front of House Supervisor

Part Time Position

Including Weekends and Holidays

Normal Working Day:

9:30am until 5:30pm – Peak Season

9:30am until 4:30pm – Off-Peak Season

Hogshaw Farm & Wildlife Park is a visitor attraction situated in the Buckinghamshire countryside. Set in 44 acres, we have over 250 animals of rare breed livestock and European wildlife, as well as an abundance of birds of prey, reptiles and invertebrates. We pride ourselves on our excellent and friendly customer service, creating fun for all the family on a memorable day out to our park.

As a growing visitor attraction, this is an exciting opportunity for you, a forward thinking, individual to join our team and have a real impact on the business. Working closely with the Head of Catering, you will be someone bursting with passion for what they do, looking for systems to improve catering efficiencies and opportunities for growth of sales in our Farm Kitchen. If this sounds like you, we want to hear from you.

This position has responsibility for overseeing front of house department situated in our Farm Kitchen. The successful candidate will be passionate about food and drink and have brilliant customer service. Experience making coffee to a high standard and cooking are preferred but not essential as training will be provided.

Our Farm Kitchen is an open kitchen; customer satisfaction, presentation and fantastic customer service is very important in the role. Cleaning, restocking, cooking and experience of EPOS systems are all essential duties of the role.

Reporting to the Head of Catering.

The successful applicant will be:

- Outgoing, charismatic and have a confident enthusiastic personality;
- Organised, self-motivated with good interpersonal skills;
- Motivated individual who can work alone and as part of a team;
- Have a proven record with outstanding customer service

The successful applicant will be expected to:

- Deliver first class customer service

- Efficiently work on the EPOS systems whilst engaging with our visitors
- Cross trained on cooking responsibilities to provide frequent cover
- Serve food, tea, coffee, soft drinks, prepare & plate food items
- Be barista trained
- Maintain cleanliness in the department
- We are primarily cash free, but duties may include cash handling and following cashing up procedures
- Will develop a basic understanding of our booking system and be able to resolve customer enquiries
- Stock management, including monitoring stock levels
- Possible cross training on other POS and retail front of house duties

Necessary skills required:

- Flexible approach to work and able to work under pressure;
- Excellent written English;
- Computer-literate
- Confident with up-selling and promoting products and services
- Able to use their own initiative.
- Have great organisational skills and communication skills.
- Be confident and competent in dealing with customer queries and complaints
- Full driving license;

We ask that the successful candidate has their own transport to and from work, be punctual and flexible with working hours.

Job Type: Part-time

Benefits:

- Discounted or free food
- Employee discount
- On-site parking

Schedule:

- 6.5 / 8 hour shift patterns
- Holidays
- Weekend availability

Work Location: In person