

Princess Theatre, Torquay

Catering Assistant – Job Description

Our aim is to ensure that our customers have the best possible experience whilst visiting our venue. As a member of the Breezes catering team, you will play a crucial role in helping us to achieve this goal. You will do this by providing excellent customer service, creating a friendly and welcoming environment for all customers including your work colleagues and visiting companies, and by making sure our audiences have everything they need to enjoy the magic of live theatre.

We want all of our Catering staff to demonstrate behaviours and attributes that are in accord with our Company values in order to achieve a high standard of service. This means you'll be flexible about where and when you work, you will take ownership of your own performance in the workplace, you will respect and support the team, be professional, honest, and deliver a quality effort each and every time you come to work.

Customer Service Excellence

Your passion for offering a high standard of service to all our visitors is paramount. We look to the Catering team to create a warm welcome for our customers, and an enjoyable working atmosphere for each other. As front line staff, we look to our Catering Assistants to embody the Company's four values –Ambitious, Passionate, Collaborative, Smart– and to leave our customers with a magical memory of their visit to the Princess Theatre.

Selling Skills

We aim to maximise the customer experience by creating sales opportunities to ensure those that visit our venue have everything they need to enjoy their time with us. This requires all Catering staff to 'up-sell' to customers. We want you to confidently interact with our customers, discover which drinks and meals would be most appropriate for them, and ensure they are aware of all the options through your enthusiastic product knowledge. A warm and friendly selling style goes hand in hand with our customer service values.

Health, Safety and Environment

With the rest of your team you share responsibility for the health and safety of our staff and customers. We want you to take pride in the place that you work, identifying any issues that may impact on health and safety, and maintaining excellent standards of housekeeping. You must ensure that all health & hygiene demands are met & that you take part in the daily cleaning duties to achieve this standard as required, whether it be cleaning the bar area, emptying bottle skips, cleaning down tables, or the decking & dish washing. You will also play a part of our environmental policy by recycling wastage & saving energy & water where appropriate. We ask that you think 'like a customer' when you enter the building & play your part in maintaining high standards. This will involve being proactive and vigilant, and where appropriate taking action to rectify issues or reporting areas of concern to senior staff.

Cash & Stock Control

In your role as Catering Assistant you will take responsibility for any cash or stock under your charge in order for the daily takings to accurately balance to stock sold at the end of each shift. You must ensure that stock is rotated & displayed in an eye catching manner & update these according to the upcoming show.
