

# JOB DESCRIPTION

POSITION	Food & Beverage Assistant
REPORTS TO	Café Manager/F&B Supervisor
DEPARTMENT	F&B
CONTRACT	Casual
SALARY	£9.50 - £10.44 per hour

## VISION, MISSION AND VALUES

### Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

### Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

### Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.
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**ROLE PURPOSE**

To deliver friendly and helpful customer service within all catering outlets at Glasgow Science Centre (GSC), during Corporate Events and the flexibility to rotate between the different areas as necessary.

**KEY RESPONSIBILITIES**

- To work within and support the smooth running of all catering areas at GSC including Taste Café and Corporate Events.
- To ensure customer satisfaction by providing a 5-star service within all catering outlets with a welcoming and friendly attitude
- Support Customer Experience and Science Operations teams as and when required to meet operational needs and enhance the overall customer experience.
- To assist Supervisors/Managers in the day to day running of these catering operations
- To prepare and serve food according to GSC's food hygiene, allergens and health and safety standards.
- To set up and clean down catering units in an efficient way according to cleaning schedules, Covid-19 guidelines and GSC's food hygiene standards
- To receive deliveries and distribute to the designated area, ensuring shelves are well stocked and maintained at all times.
- To carry out cash and credit transaction quickly and accurately within guidelines, focusing on suggestive selling.
- To deal with all visitor enquiries, through knowledge of catering products and the major elements of GSC, following up on enquiries as necessary.
- To be presentable at all times working in a clean professional manner, ensuring appearance is always at a 5-star standard.
- To assist in the development of GSC catering operations.
- To attend training and briefing sessions as required.
- To assist in the evacuation of GSC during an emergency
- To implement the GSC 5-star Customer Service promise. Offer a fun, safe and welcoming environment to all customers.

- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To work within the standards of the Glasgow Science Centre’s health and safety policy.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Experience within an events or catering environment	X	
Experience of till operation and cash handling		X
Experience of using Barista coffee machine		X
Experience of stock taking and deliveries		X
Strong communication skills	X	
Strong ability to work in a fast-paced team environment		X
Understanding of delivering 5-star customer service	X	

**Personal Qualities**

- A friendly, professional and hardworking attitude
- Willingness to learn with a can-do attitude
- Team player and works well with others
- Commitment to delivering a high standard of customer service
- A high level of commitment to GSC’s vision, mission and values
- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- Flexible to work across 7 days including evenings, weekends and holidays.