

# JOB DESCRIPTION

POSITION	Catering Assistant Whitelee Visitor Centre
REPORTS TO	Whitelee Visitor Centre Manager
DEPARTMENT	Whitelee Visitor Centre
DIRECT REPORTS	None

## 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.

## ROLE PURPOSE

To deliver a 5-star customer service within the café outlet at Whitelee Visitor Centre (WVC) working as part of an effective team delivering fast, efficient and friendly service.

*Please note transport is provided from GSC to/from Whitelee Visitor Centre if required*

## KEY RESPONSIBILITIES

- To ensure customer satisfaction by providing a 5-star customer service within the café with a welcoming and friendly attitude.
- To assist the Visitor Centre Manager with the day to day running of the café operation.
- To prepare food according to WVC food hygiene and health and safety standards.
- To set up and clean down catering units in an efficient way according to cleaning schedules and WVC food hygiene standards.
- To receive deliveries and distribute within the café ensuring fridges are well stocked at all times.
- To carry out cash and credit transactions quickly and accurately within guidelines, focussing on suggestive selling.
- To deal with all visitor enquiries, through knowledge of menu and following up on enquiries as necessary.
- To develop a basic knowledge of Scottish Power Renewables and Whitelee Wind Farm to assist with visitor enquiries.
- To be presentable at all times working in a clean professional manner, ensuring appearance is in accordance with WVC uniform policy.
- To attend training and briefing sessions as required.
- To implement the Glasgow Science Centre (GSC) Customer Service promise at Whitelee Visitor Centre. Offer a fun, safe and welcoming environment to all customers.
- To control and or direct customers in an emergency situation to prevent injuries or accidents in line with Whitelee Visitor Centre Health and Safety procedures.

- To carry out other reasonable duties/ tasks as required, delivering and meeting the objectives of the team at Whitelee Visitor Centre
- To work within the standards of the Whitelee Visitor Centre and Glasgow Science Centre’s health and safety policy.

**PERSON SPECIFICATION**

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Strong communication skills	•	
Experience within a catering environment		•
Experience of till operation and cash handling		•
Effective team worker	•	
Knowledge and understanding of excellent customer service	•	
Strong understanding of delivering 5-star customer service	•	

**Personal Qualities**

- A high degree of commitment to GSC’s vision, mission and values
- A flexible approach to meet overall deadlines and needs of WVC, both within and out-with your own department.
- Able to work flexible days / hours (including Weekends / Bank holidays / Evenings).