

Job Title: Cattendant (Bank / 12hrs / 20hrs / 25hrs)

Responsibilities:

- Welcome our guests, delivering our House Rules and any relevant safety information.
- Be knowledgeable about menu items
- Help guests with choices. Be aware of allergens when appropriate.
- Taking, relaying & serving drinks & food promptly & safely.
- Issuing bills and taking payments.
- Follow hygiene procedures meticulously.

Required Skills & Experience:

- Excellent communication skills (face to face, written, speaking on the telephone etc).
- Demonstrable customer service experience, including conflict resolution and dealing with a diverse range of staff, customers, visitors and suppliers with dignity and respect.
- Ability to work on your feet for extended periods of time. (Good general fitness is advantageous).
- Previous hospitality experience (must be able to provide satisfactory telephone/video call reference from within the industry, after any offer of employment).
- Good basic numeracy.
- Ability to work as part of a multi-disciplinary team, in a fast-paced, dynamic environment.
- Attention to detail.

Desired skills or experience (not essential):

- Able to speak languages other than English.
- Animal care experience.
- General Housekeeping skills.
- Creative industry experience and skills.
- Barista / Kitchen experience.