

Role Description

The main focus of this role is to assist the Food and Beverage Manager in the planning, organisation and smooth running of restaurant and front of house operations at the Zoo.

Position: Permanent

Hours: Full-time, 5 days per week (37.5 hours)

Days are allocated on a rota system. Note the zoo opens 7 days a week, with occasional evening events.

Annual Leave: 22 days plus bank holidays

Reporting to: Food and Beverage Manager

Main Tasks

- Support the Food & Beverage Manager and provide effective management of the restaurant front of house on days the manager is not working.
- Support the day-to-day running of the restaurant front of house helping to ensure delivery of outstanding customer service and satisfaction.
- Organise and lead the assigned team, from pre-service preparation, through lunch service and during daily close down procedures.
- Ensure all areas of the restaurant and toilets are maintained to a high standard throughout the day, including regular clearing and cleaning of the tables, chairs and floor after each customer leaves that area.
- Maximise opportunities across the team for up-selling whenever possible.
- Support the training of new employees and any developmental learning within the team.
- Work closely with the Visitor Operations Manager and ensure all customers experience an excellent customer service and help implement any improvements.
- Work closely with the Visitor Operations Manager and ensure the gift shop is well stocked and attractively merchandised.
- Assist the Food and Beverage Manager by ordering and monitoring stock levels, to ensure FOH stock are plentiful but not excessive.
- Maintain good relations with suppliers to get the best deals and offers available.
- Support the Food and Beverage Manager and Events Manager in delivering special event service, such as weddings and corporate events.
- Prepare & reconcile cash tills for daily operations.
- Monitor customer feedback and act on any complaints, bearing in mind that any negative feedback can have a direct impact on the reputation of the Zoo.
- Adhere to all DZS policies and procedures and legal requirements.
- Ensure, as far as reasonably practicable, the health, safety and wellbeing of staff and customers.
- Step in to support the rest of the operations team in case of sickness or break cover.
- Undertake any other tasks that may be required from time-to-time as may be consistent with the nature and scope of the post.

Employment criteria

Our ideal candidate will:

- Hold an NVQ in Hospitality Management or equivalent.
- Have knowledge of working within the hospitality sector at supervisory level.
- Have demonstrable leadership and supervisory skills, with the ability to motivate staff and manage any anxieties in the team.
- Have excellent customer service skills.
- Possess excellent interpersonal skills to build close working relationships with customers, colleagues, suppliers and other stakeholders.
- Have demonstrable experience of improving retail merchandising and products.
- Have good attention to detail and able to clean to a high standard.
- Have experience of cash handling and till reconciliations.
- Demonstrate good computer literacy and a proficient working knowledge of Microsoft Office 365 and EPOS systems.
- Have effective time management, the ability to prioritise a busy workload and be calm under pressure.
- Be able to work flexible hours including evenings, weekends and holidays.

It would also help if you:

- Hold a first aid qualification.
- Have experience of working in a busy tourism setting or as part of an organisation with strong ethical focus, charity connection or educational elements.