

In a Nutshell

A varied, customer facing role of which the main purpose is to help ensure the smooth running of all sectors of the Zoo's Catering, Retail and Events department, whilst providing outstanding customer service to our visitors.

Tasks can include

- Working as an essential part of the Zoo team to provide excellent customer service standards
- Provide exceptional food preparation and presentation.
- Helping ensure a safe, hygienic, efficient and accurate service of food and beverages is upheld.
- Food running, clearing tables and ensuring the restaurant is always clean.
- Pot washing and cleaning of all areas of the department including toilets.
- Helping with set up and hosting of children's parties
- Working on the admission kiosk, restaurant tills, or ice-cream kiosk
- Maintaining cleanliness throughout the park.
- Where possible answering any queries or directing customers to someone who can assist them appropriately.
- Helping where needed with events such as conferences or weddings.

The Perfect Fit

We think that, to be successful in this role, you will have to:

- Have great customer service skills
- Have experience of working within the food and beverage, tourism or events industry
- Have good communication and interpersonal skills.
- Have experience working as part of a team, as well as individually.
- Be adaptable to be able to perform different tasks.
- Be able to maintain high standards of presentation, work ethic and attitude.

It would also help if you:

- Hold a Food Hygiene certificate.
- Have excellent time management skills.
- Have experience working with Epos systems.
- Keep calm under pressure.

It's all hands on deck here at the Zoo! So while this job description outlines your main tasks and activities, you may be asked to go above and beyond these. The entire park works as a team and so you may be asked to help with tasks that haven't been noted within the job description.