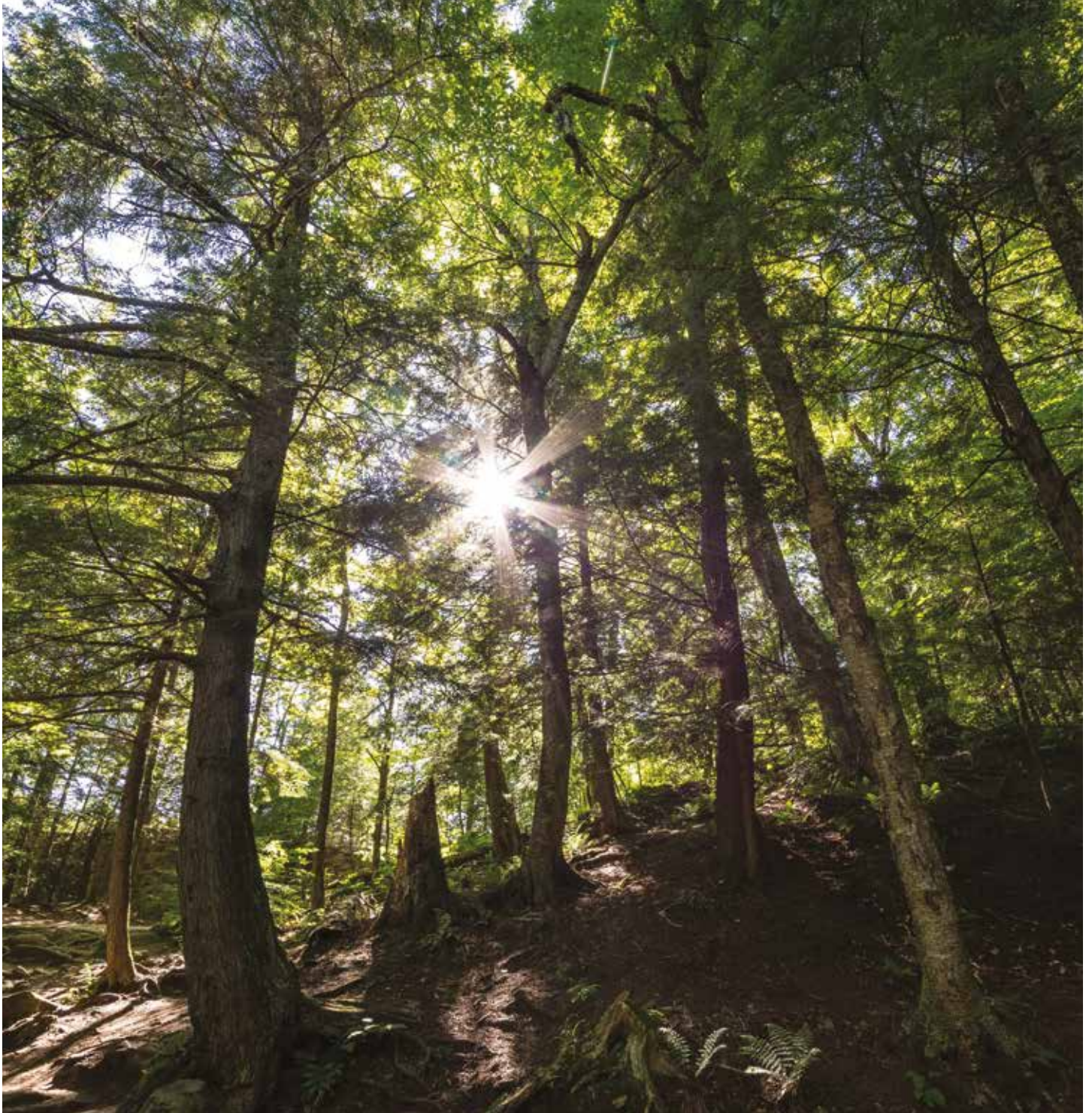




JOB DESCRIPTION

ICE CREAM PARLOUR ASSISTANT



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number. 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 35 Great St. Helen's, London EC3A 6AP

PATRON HRH The Princess Royal **FOUNDER** Gerald Durrell, OBE, LHD **HONORARY DIRECTOR** Lee Durrell, MBE, PhD **CHIEF EXECUTIVE OFFICER** Lesley Dickie, PhD

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation.



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions. we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

We are looking for someone with customer service skills to operate our ice cream parlour, from April – mid-September. Previous experience in hospitality or a customer-facing role is preferential – training can be given to the right candidate.

ICE CREAM PARLOUR ASSISTANT

DEPARTMENT
Hospitality

REPORTS TO
Food and Beverage Manager

CONTRACT
Seasonal: April – mid September

HOURS
Full time Fixed Term
(35 hours per week)

LOCATION
Jersey



KEY RESPONSIBILITIES

- Taking and delivering customers' orders.
- Keeping tables and counters clean, setting up tables, and filling up stock items.
- Setting up the ice cream parlour areas and keeping service areas stocked with necessary items.
- Barista skills may be required during quiet periods – training will be given.
- Answering questions, informing patrons, and making recommendations upon request.
- Preparing some food orders such as ice creams, and portioning cakes.
- Providing general customer service which includes making sure customers are enjoying their meals and taking appropriate action to correct any problems.
- Entering orders into tills and collecting payments.



KNOWLEDGE, SKILL AND ABILITY

- **Customer service experience**
Basic knowledge of principles and processes for providing customer services in a food, beverage, and catering environment. This includes understanding customer needs, meeting quality standards for services in a food and beverage environment, and evaluation of customer satisfaction.
 - **Basic food knowledge**
The ability to have a good knowledge of menu items including what various dishes may contain in relation to allergens. Training will be given.
 - **Physical strength**
Ability to spend long periods of time on your feet and lift stock into necessary fridges and freezers.
 - **Attention to detail**
Quick thinking and attention to detail in a fast-paced catering environment including the ability to pay attention to taking and delivering orders correctly.
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ADDITIONAL BENEFICIAL REQUIREMENTS

On-the-job training will be delivered

- Knowledge of required Health and Safety legislation in a food service environment.
- Barista skills.
- Previous hospitality experience a benefit.

