



JOB DESCRIPTION

HOSPITALITY 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

As a Hospitality Assistant you will be responsible for serving food and beverage items while creating a positive environment for our guests. The Hospitality Assistant is responsible for advising customers on our menu, making recommendations based on the customer's preferences, taking orders, up-selling special items, handling food in a safe manner and keeping the facility clean and stocked. Ultimately, the Hospitality Assistant ensures an excellent experience for our guests.

HOSPITALITY ASSISTANT

REPORTS TO
Food and Beverage Manager

CONTRACT
Permanent

HOURS
Full-time (40.5 Hours average)

LOCATION
Jersey



PRINCIPAL ACCOUNTABILITIES

- Working in the hospitality department regarding the service of breakfast, lunches, dinner service and/or events.
- To ensure that all guests are greeted or acknowledged within 5 seconds of entering, and that guests are greeted in a proactive manner when you meet them around the department.
- Wherever possible to anticipate guests needs, to be aware of all written and spoken requests, and to carry out these requests in a courteous and helpful manner.
- Discuss menu items, make suggestions, and answer any inquiries.
- Describe current promotions and new products.
- Take customer orders accurately.
- Operate coffee making equipment.
- Prepare and present beverages according to established recipe and presentation standards.
- Serve prepared food items.
- Record and accurately process purchases using the POS system.
- Collect and process payments from the customer.
- To be able to handle guest complaints in an effective way.
- Comply with health, safety and hygiene guidelines and regulations.
- Ensure service stations are well stocked.
- Maintain clean and hygienic work area.
- Dismantle and clean machinery as needed.
- To ensure the product quality standards are met in all area's as it relates to the appearance, levels of maintenance and cleanliness.
- Monitor and stock inventory according to storage requirements.
- Must ensure that all stock rotation and cleaning rota are adhered to.
- To understand the effective use of stock to minimise wastage.
- Complete opening and closing duties for each shift.
- To maximise revenue and to ensure superior service and product quality are maintained.
- Be an integral part of the team in achieving the overall hospitality objectives.
- To promote the hospitality department at every opportunity to generate sales for the department and use every effort to sell or up sell the hospitality facilities.
- To take every opportunity to promote 'Durrell' membership.
- To communicate professionally and effectively with colleagues
- To work as part of the hospitality team, being flexible to do the jobs assigned.
- To assist in the training process of all new starters.
- To work flexibly to aid individual development & a smooth operating shift.
- To assist in the event of absence cover, and allow service standards to be maintained.
- To take a responsible approach towards timekeeping and attendance at work to ensure the department always runs efficiently.
- To work assertively and efficiently in an organised manner.
- To maintain high levels of energy, enthusiasm and commitment to every task undertaken.
- To comply with brand and company operating standards.
- To be fully conversant with the Hospitality policy on:
 - Fire & Evacuation procedures
 - Security procedures
 - Health & safety policyFood hygiene standards
 - Personnel & Training procedures

KNOWLEDGE, SKILL AND ABILITY

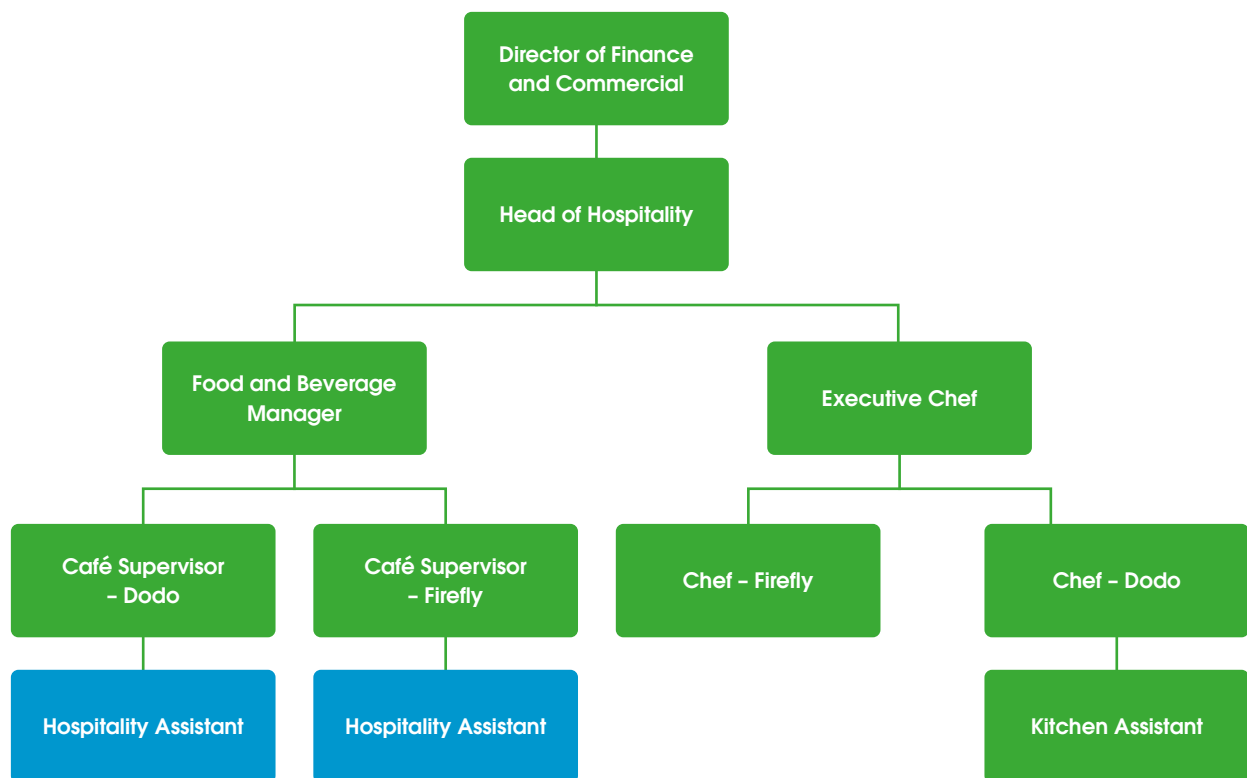
- Ideally to have worked in a customer service role. Food and Beverage service experience preferable and an advantage.
 - High volume experience with beverage making equipment.
 - Customer service orientation.
 - Basic numeracy and money handling skills.
 - Understanding of stock control.
 - Excellent communication skills and a fluent communicator in English language.
 - Able to work well under pressure.
 - Able to work well without supervision.
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BEHAVIOURS AND VALUES

- Honest and trustworthy
- Reliable
- Team player
- Friendly and approachable
- Team spirited and shows an inclusive, supportive approach
- Accepting of others' strengths and weaknesses



TEAM ORGANOGRAM



OUR LOCATION



Durrell Wildlife Conservation Trust, Les Augres Manor,
La Profonde Rue, Trinity, Jersey, JE3 5BP