



# Yeo Valley Services Ltd

## Job Description



THE DETAILS	
<b>JOB TITLE</b>	Front of House Assistant
<b>BUSINESS ENTITY</b>	Yeo Valley Services Ltd
<b>TEAM/DEPARTMENT</b>	Venues - Front of House
<b>SITE THE ROLE IS BASED</b>	Yeo Valley HQ/Organic Garden Tearoom/The New Inn
REPORTING LINES	
<b>REPORTS TO</b>	Front of House Manager/Garden Café Supervisor
<b>DIRECT REPORTS</b>	N/A
<b>TEAM SIZE</b>	15
<b>BUDGET RESPONSIBILITY</b>	N/A
ROLE & PERSON SPECIFICATION	
<b>Key Aim of The Role</b>	<ul style="list-style-type: none"> <li>♥ To provide a high level of service to all guests of Yeo Valley businesses and to the best of their ability ensure a positive experience, whilst being an ambassador for the Yeo Valley brand.</li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>♥ To assist with the set-up of all venues and have a good understanding of the days business.</li> <li>♥ Assisting in welcoming guests and serving them refreshments</li> <li>♥ Provide all guests with a high level of service.</li> <li>♥ Keep the shop tidy and stocked, completing stock rotation.</li> <li>♥ Help to keep wastage and breakages to a minimum wherever possible and record appropriately.</li> <li>♥ To manage all payment transactions in accordance with Yeo Valley Services financial policies and procedures and with diligence, honesty, and integrity.</li> <li>♥ Understanding the importance of adhering to company policy with reference to hazard spotting, first aid and the reporting of accidents.</li> <li>♥ Maintain food hygiene in accordance with the Food Safety Act 1990.</li> <li>♥ To complete any other tasks deemed relevant by your line manager for the successful completion of your role.</li> </ul>
<b>Personal Specification</b>	<ul style="list-style-type: none"> <li>♥ Be an ambassador for the Yeo Valley brand.</li> <li>♥ Be positive and flexible in your approach to work.</li> <li>♥ Present yourself in a professional manner, keeping an acceptable standard of dress and appearance.</li> <li>♥ Work well using your own initiative in addition to working as part of a team.</li> <li>♥ Full UK Driving Licence (preferential)</li> </ul>