

Job Description

Job title: Pop Up Food Sales

Department: Food and Beverage, St Michael's Mount

Line management responsibilities: None

Reports to: Senior Supervisor/ F&B Manager

Principal purpose of role	<ul style="list-style-type: none"> As a member of the St Michael's Mount Food and Beverage team you will contribute to the provision of quality service and maintain the high standards required by St Aubyn estates.
Area of responsibility/tasks	<ul style="list-style-type: none"> Serving takeaway food and cold drinks from a brand new catering outlet on St Michael's Mount Ensure the high standards of presentation as required by the F&B manager. Prepare the serving area prior to opening by cleaning and presenting a safe and pleasant environment. Ensure all temperatures of freezers and fridges are recorded daily in accordance with our food safety policy. Wear the required uniform, be clean and tidy at all times. Adhere to the department policy on personal hygiene. Have knowledge of the product, dietary requirements, portion control and standards of food presentation. Use opportunities for increasing sales to our customers Meet and greet all customers warmly and promptly Provide help with any food preparation as required by the head chef for takeaway products. Be prepared to work in any area of the other cafés, if required. Including as a Kitchen assistant (separate job description attached)

Customer service	<ul style="list-style-type: none"> • Provide a great service to all our external and internal customers. • Be smart, polite and helpful at all times. • Be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask).
Health and safety	<ul style="list-style-type: none"> • Follow safe working practices. • Be aware of emergency and first aid procedures. • Be vigilant for hazards and report them. • Attend all necessary training courses.
Communication	<ul style="list-style-type: none"> • ‘Maintain radio/pager/telephone contact while on duty.’
Vision and values	<ul style="list-style-type: none"> • Understand and demonstrate the behaviours that underpin our values. • Be aware of the role of you and your team in achieving our vision and objectives.
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.