

<b>Job Title</b>	<b>Visitor Centre Team Member (Front of House)</b>
<b>Business Unit</b>	BBU
<b>Function/Region</b>	Marketing
<b>Location</b>	Dufftown
<b>Leader</b>	Head Chef and Front of House Specialist (indirect)
<b>People Leadership</b>	No
<b>Job Level</b>	5
<b>Role Purpose</b>  To undertake front and back of house tasks that deliver exceptional food and beverage service in keeping with a luxury hospitality environment.	
<b>Accountabilities</b> <ul style="list-style-type: none"> <li>• Welcome, host and deliver food and beverage services in line with luxury service standards across all environments. (Delivery)</li> <li>• Support back of house functions in accordance with service standards and operating procedures housekeeping of service area, maintaining stock levels, close-down etc. (Delivery)</li> <li>• Consistently deliver outstanding end-to-end customer service in an exceptional environment. (Quality)</li> <li>• Accurately operate retail systems (e.g. EPOS) and ensure daily reporting data is documented. (RP)</li> <li>• Ensure that public safety and safe working practises are adhered to in accordance to required legislation, site policies, and HMRC compliance. (HS/OC)</li> <li>• Contributes appropriately to team meetings and supports the implementation of team plans, cross-team projects (e.g. large events &amp; VIP hosting) and continuous improvement projects. (CT)</li> <li>• Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&amp;S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy</li> </ul>	