

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