

Role: Visitor Services Assistant – Food & Beverage	Region: South & West
Reports to: Visitor Services Supervisor – Food & Beverage	Pay Band: Grade 1 - £27,976 pro-rata, per annum
Location: Mackintosh Tearooms, 215-217 Sauchiehall Street, Glasgow, G2 3EX	Type of Contract: Permanent, Part-Time 8 Hours Per Week

Mackintosh at the Willow is the home of the original Willow Tea Rooms Building at 217 Sauchiehall Street. It was first opened by Miss Cranston in 1903 and designed by Charles Rennie Mackintosh in collaboration with his wife, Margaret Macdonald. Following a detailed restoration project in 2018, the building is now back to its former glory as a unique tea room over three floors. It also includes additional events spaces, an exhibition and a gift shop. In January 2024, Mackintosh at the Willow was acquired by the National Trust for Scotland and the Property is now under their care.

JOB PURPOSE

As a member of our front of house food and beverage team, you will be expected to work in a fast-paced environment and take responsibility for a given station. Provide exceptional customer service, offering visitors a warm welcome and being passionate about delivering a memorable service in a setting that reflects our heritage.

Key Responsibilities

- Delivering a warm welcome to local, national and international visitors
- Knowledgeable about the menu, afternoon tea selections, and other offerings
- Ability to control a section and deliver a high standard of table service
- Excellent customer care
- Billing - Cash and Credit Card handling
- Adhere to all financial procedures to include till operations and cash reconciliation duties.
- Adhere to Health and Safety & Food Safety practises and guidelines
- Adhere to Allergen controls
- Bar tasks, pouring and serving hot and cold drinks
- Assisting with events throughout the property
- Upselling products within the property
- Actively feedback visitor comments to line managers to improve offer, service and operation
- Help achieve sales targets and membership recruitment targets.
- Promoting the National Trust for Scotland as a memberships organization and the benefits of becoming a member to all visitors.
- Wearing the correct uniform, name badges or PPE as required.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications

- No formal qualifications are required

Essential Skills

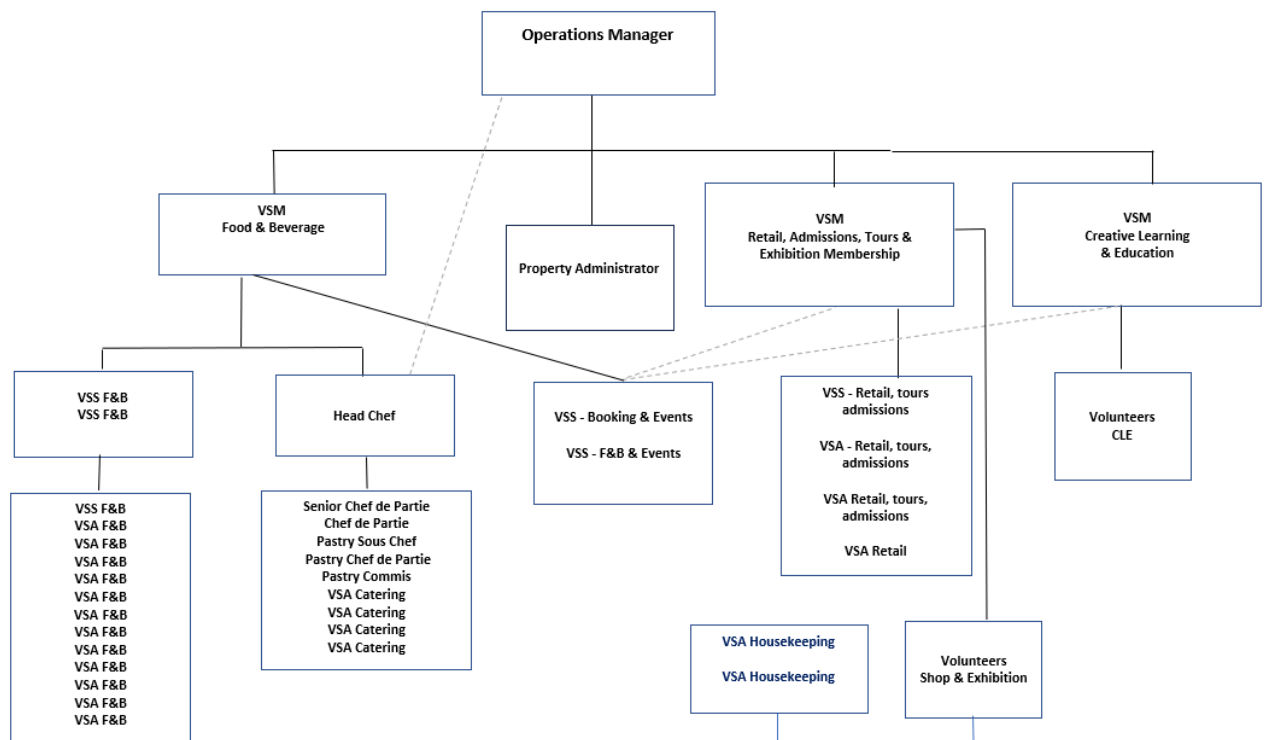
- Some experience in the hospitality industry in a customer facing role
- Ability to work in a fast-paced environment

- Ability to work as part of a diverse team
- A willingness to share skills with others
- A great communicator who can react quickly and solve problems
- Excellent standards of Health & Safety and Food Safety

Desirable

- Familiar with EPOS systems
- A willingness to be cross trained in other departments
- Knowledge of Charles Rennie Mackintosh and story of the Tea Rooms
- A passion for Scotland & Glasgow's heritage and a willingness to enthusiastically share with our visitors

Organisational chart



DIMENSIONS AND SCOPE OF JOB

Scale

- Tearooms & events spaces & roof top terrace

People Management

- N/A

Finance Management

- Adhere to the Trust's financial procedures to include till operation and cash handling duties.
- Help achieve sales targets and membership recruitment targets
- Upsell products within the tearooms
- Actively feedback visitor comments to line managers to improve offer, service and operations,

Tools / equipment / systems

- EPOS till system to place, process and print orders
- Will use catering equipment including coffee machines, dishwashers, and some cooking equipment.
- Use of cleaning chemicals during shift
- Pass lifts
- Clock in/clock out on payroll app

Health & Safety

- Adhere to Health & Safety procedures and legislation in liaison with your department manager.

Example key performance indicators and targets

- To contribute the overall revenue of the tea rooms through excellent service delivery and upselling.
- To contribute to achieving a high scoring Mystery Shop review
- Good attendance record
- Positive customer feedback/reviews
- Adhere to and follow the Trust's policies and procedures and training requirements with a positive attitude.

The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 8th March 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "VSA Food & Beverage (Permanent) – Mackintosh Tearooms"