

JOB DESCRIPTION

JOB TITLE: Bistro Assistant / Duty Supervisor (occasional)

REPORTING TO: Bistro and Events Manager and
Bistro and Events Assistant Manager



DIRECT REPORTS: None

LOCATION: Bistro and Events Spaces, Balhousie Castle, Perth (and other areas as required)

EXPECTED HOURS: Minimum contracted hours are expected to be between **21 – 28 hours per week. This will include regular weekend work.** There may be times where for additional events and holiday cover, some additional hours are required.

PAY: £13.45 per hour (plus a share of any gratuities) **for Bistro Assistant shifts**

£14.10 per hour (plus share of any gratuities) **for Duty Supervisor hours** where applicable

JOB TYPE: Part-time, Permanent

About The Black Watch Regimental Trust

The Black Watch Regimental Trust is a registered charity operating an award-winning visitor attraction, **The Black Watch Castle and Museum**, based on Hay Street, Perth, which comprises Balhousie Castle, The Black Watch Museum, Gift Shop and Bistro.

Our dedicated Team works toward delivering the three key objectives of our Mission, to: Provide Welfare / Promote Comradeship / Preserve Heritage.

More details on our Mission are available here: <https://heyzine.com/flip-book/55454f85cb.html>

Due to growing our events business, we are looking for an enthusiastic and motivated individual to join our Food and Beverage team as **Bistro Assistant / Duty Supervisor (occasional)**.

PURPOSE OF JOB

- Help to deliver an excellent experience for all customers visiting the site

This role includes regular weekend work and occasional evening work.

MAIN DUTIES AND RESPONSIBILITIES

Bistro

- Taking customers' orders, demonstrating a positive approach to requests and effective listening and communication
- Awareness of safety in all aspects of the job, including customer requests for dietary needs and allergens
- Pass on all customer feedback and special requests to a senior team member (Bistro and Events Manager, Bistro and Events Assistant Manager, Duty Supervisor), so that it can be dealt with effectively and promptly, to the satisfaction of the customer and the Black Watch Castle & Museum
- Competent operation of the bistro order pads and till system (once training has been undertaken)
- Taking payment by various methods (cash, cards, contactless, etc.) once training has been undertaken, ensuring that all payments are taken with care and accuracy
- Assisting with food and drinks preparation in the front-of-house serverly areas (soups, scones, cakes, coffees, etc.), ensuring hygiene, safety, quality and presentation standards are high
- Ensure all equipment and areas are cleaned to a high standard and following correct procedures
- Undertake regular training (on-the-job, on-line courses and in-person training, meetings and demonstrations)
- Work in line with all food hygiene regulations within the Bistro environment in accordance with company procedures

- House-keeping of the bistro and events areas (clearing, sanitising, polishing, sweeping, mopping, tidying, washing, helping with waste and recycling, etc.)
- Assist with setting-up for events
- Assist with re-stocking, facing-up, displays and inventory
- Assist with checking-in of deliveries if required
- Assist the Bistro, Events and Kitchen Team on a day-to-day basis, ensuring that high standards are achieved in all aspects of the role
- Work to maintain positive and effective working relationships with the Team
- Attend and contribute to team meetings and training sessions when required
- Work in line with the company Health & Safety Policy and Fire Evacuation Policy and report all concerns or queries to Line Manager/Assistant Managers

Corporate Events

Assist the Bistro and Events Team in:

- Work evening and weekend events in line with the rota

Duty Supervisor

- Lead the bistro team during the shift, directing tasks and responsibilities for an effective and smooth service
- Trouble-shoot operational and customer issues pro-actively, and as they arise
- Escalate issues or concerns as required, to the Duty Manager
- Delegating and assisting with daily shutdown, cleaning and re-setting of the bistro and events areas
- Cash-up the till and credit cards at the end of the day, investigating and reconciling any differences

Other Duties

- Any other reasonable duties as requested by Bistro and Events Manager, the Bistro and Events Assistant Manager or Duty Supervisor
- This is not an exhaustive list of responsibilities, and the post holder may be expected to undertake other duties within the remit of the job and appropriate to their level of seniority as requested by Management.

The job description may be reviewed periodically. The Black Watch Regimental Trust reserves the right to vary the duties within job description in line with the needs of the business.

We reserve the right to close the recruitment process at any time.

The successful candidate will have the following skills, experience and attributes:

PERSON SPECIFICATION:

Knowledge / Skills

Essential

- Excellent customer service skills
- Excellent communication skills
- Keen to engage with customers in friendly and polite conversation and asking about their visit
- Ability to upsell to customers
- Willingness to learn about, and an interest in, our menus, ingredients and specials
- Understanding of, and ability to work to, strict hygiene and safety practices
- Numeracy to a level to accurately take payment for customer's orders and provision of accurate change, and to cash-up the till at end of shifts as required

Desirable

- Knowledge of bar service
- Interest and knowledge of wines

Experience

Essential

- Supervisory experience of a Front of House team, within a food and beverage environment
- Experience working in a fast-paced food and beverage environment
- Experience in a customer-led environment
- Experience of working directly with the public and delivering excellent customer service
- Experience of reconciling the till at end of shift

Desirable

- Experience of formal dining and events delivery
- Food Hygiene certificate, or willingness to work towards one
- Experience of allergens and dietary requests

Personal Qualities / Attitude

- Friendly, approachable, polite and professional manner
- Excellent standard of personal appearance
- Self-motivated, flexible, enthusiastic and reliable
- Ability to work under own initiative and as part of a team
- Ability to take responsibility for own actions and performance

Work Related Circumstances

- Willingness to work flexible hours/days
- Willingness to undertake relevant training and professional development
- Willingness to learn about other departments

Benefits of joining our team:

- Real living wage accredited employer
- Generous holiday allowance (including 4 shut-down days over the Christmas and New Year period)
- Workplace pension scheme
- Staff development opportunities
- Free staff lunch
- Free on-site staff car parking
- Share of gratuities
- Free Museum entry for family and friends
- Employee discounts (off eligible purchases in the Bistro and Gift Shop)
- Attendance at company events
- Use of ASVA card/s to visit other Scottish member attractions free of charge

Experience Requirements:

- food and beverage: 1 year (required)

Work authorisation:

- United Kingdom (required)

Work Location: In person