

Hospitality Team Member

CONTRACT Casual, Part-time

LOCATION: St George's Bristol

RESPONSIBLE TO: Hospitality Manager/ Duty Hospitality Supervisor

Main purpose of the Role

The role of Hospitality Team Member is to be part of the hospitality team on shift and provide first class service to the customers of St Georges. The main responsibility comes in serving customers in the café and bar when on duty.

ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls, welcoming some 100,000 visitors to the building each year. With an established reputation for excellence in live performance, our outstanding programme and acoustically acclaimed and intimate auditorium attract the world's best classical, jazz, folk and world musicians as well as spoken word artists. Our brand's organising thought is 'Feel Moved' and we are committed to diversity and inclusivity in terms of our audiences, performers, staff, and trustees. We also deliver an award-winning Learning & Participation programme, engaging with over 4,500 young people each year.

In September 2018, St George's re-launched as a creative space for music and ideas – welcoming visitors seven days a week, daytime and evening, to a stunning pavilion-style extension, a new café bar, multi-purpose spaces and exhibitions. Our Glass Studio has also introduced an informal performance space for a new series of live sessions. St George's Bristol is an independent charity operating a not-for-profit business model. We generate income through venue hire, fundraising and café bar sales, in addition to ticket sales for concerts and other public events. We work closely with Bristol Music Trust as a member of Bristol Music Consortium, through which we receive annual NPO investment from Arts Council England. St George's Bristol is committed to promoting equality and diversity across the organisation, and we welcome applications from diverse candidates.

At St George's Bristol, we seek to put individuals with different cultures, perspectives and experiences at the heart of the way we work. We want to recruit, develop and retain the most talented people, regardless of their background, and make best use of their talents. We are guided by our values in everything we do, and recognise

that being a diverse and inclusive employer helps us fulfil our responsibility to make a positive difference for our organisation and for the city

Key Responsibilities

- Support the Hospitality Manager in the bar and café operation
- Be part of the hospitality team on shifts in both cafe and bar
- Provide a welcoming space for people to enjoy good food and drink, with great music
- To provide excellent customer service to all customers and to assist in providing a high-quality service throughout the building
- To partake in the cleaning of hospitality areas, adhering to health and safety standards and schedules
- Partake in the cash up of tills & handling money
- Assist in other tasks as requested by the CEO
- Attend regular training on health & safety, company policies and food/drink training
- Deal with any customer queries or complaints while on shift in the appropriate manner
- Partake in basic food preparation as required by the role (training will be given)

PERSON SPECIFICATION

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| Essential | |
| Experience | Basic bar & café knowledge |
| | Customer Service |
| | Cash handling |
| | Manual handling |
| Knowledge | Food and drink product range and styles |
| Skills and abilities | Great customer service and passionate about hospitality |
| | Methodical, accurate and able to work under pressure |
| | An efficient organiser |
| | Good verbal communication skills |
| Personal qualities | Enthusiastic, organised, reliable and proactive approach to work |
| | Friendly manner and ability to work with a wide range of people |
| | Ability to work as part of a team |
| | Willing to be flexible in working hours in evenings and weekends |

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| Desirable | |
| Experience | Understanding of basic food preparation |
| | Barista coffee skills |
| Knowledge | Food Safety and Hygiene Qualifications |
| Personal Qualities | Interest in and understanding of the music industry |

TERMS & CONDITIONS OF SERVICE

Salary Hourly rate of £9.00

Working hours as per rota

Day shift 10am-6pm

Evening shifts 6pm-10/11pm

Evening and weekend work is part of the role

Flexibility required to align with venue events programme

Pension St George's Bristol operates a Group Pension Plan which complies with current legislation.

Benefits Staff ticket scheme for complimentary and discounted event tickets, and staff catering discount

APPLICATION

Please email your CV and covering letter stating why you think you are suited to this role to gary.hall@stgeorgesbristol.co.uk

Please complete the Equal Opportunities Monitoring Form online at www.surveymonkey.com/r/W69XTSC