



JOB DESCRIPTION

Title:	Visitor Operations Serving Host
Reports to:	Visitor Operations Manager – Barley Hall.
Salary:	£10.50 per hour
Holiday:	pro rata per hours worked
Hours of Work:	various, weekend and bank holidays included

Key Purpose of Role

To maintain the presentation of the café setting, serve well presented, local food and drink to visitors and provide historical interpretation on the building and content based on research and information provided by the York Archaeological Trust, whilst adhering to food hygiene policies and guidelines.

Key Duties and Responsibilities

Uniform: Green Shirt/Blouse with Barley Hall Cafe logo, Brown barista apron.

1. To welcome individuals, families, and other groups to the Cafe, providing information, direction, and appropriate educational knowledge where necessary.
2. Ensure all visitor information is displayed to promote our attractions and enhancing this with your knowledge and information of our customer offer.
3. Promote The JORVIK Group of Attractions' policy of customer care, ensuring a courteous, efficient and helpful service to all visitors.
4. To be responsible for preparation of food in line with environmental health guidelines.
5. Ensure that the presentation of food is to a high standard.
6. Maintain the cleanliness of the kitchen area to the highest possible standards in line with environmental health guidelines.

7. Ensure Food hygiene audit criteria is met by maintaining and completing the relevant paperwork, ensuring excellent personal hygiene, wearing full uniform which is clean and tidy and providing a safe and clean environment for our visitors.
8. To undertake first aid training as provided by the organisation, in order to treat visitors and staff, should a first aid situation arise.
9. Follow procedures for stock control to minimise wastage.
10. Ensure the cafe is run to maximum efficiency so all visitors are given the opportunity to buy food and drinks.
11. To promote and host any seasonal or one off special events hosted in the cafe or courtyard in order to ensure they are commercially successful.
12. Deal with customer enquiries and ensure complaints are dealt with in a positive manner, escalating them to the Visitor Operations Manager as necessary.
13. To actively upsell and promote additional products in order to maximise spend per head and achieve daily budget targets.
14. Ensure public areas are well stocked and presented throughout the day, leaving it in pristine condition for the next business day.
15. To adhere to the Weekly rota as specified by the Visitor Operations Manager.
16. To adhere to the cash handling guidelines as set out in induction, ensuring all no sales and voids are accounted for.
17. To ensure that building faults and cleaning issues are efficiently reported to relevant members of staff throughout the operational day. To inform the Visitor Operations Manager or other senior operational staff of any concerns or problems on a day to day basis.
18. To ensure the safety of visitors at all times, by adhering to Health and Safety regulations, COSHH, Food Hygiene and appropriate codes of safe working practice laid down by the management

19. Ensure that equipment is used and maintained correctly.
20. To participate fully in the training programme as specified.
21. Take part in special events, corporate evening events.
22. To attend any meetings / training sessions outside of business hours as specified by management
23. To carry out any other duties of a similar nature as may be reasonably requested by the management
24. To ensure you follow Covid guidelines in place for staff and customer safety.