

HERITAGE ASSISTANT JOB DESCRIPTION

Grantown East
Highland Heritage and Cultural Center
Grantown-On-Spey
PH26 3AD
+44 (0)1479 816 262
info@grantowneast.com
www.grantowneast.com

We are looking for individuals who can work full time and part time in both our Heritage Centre and Restaurant.

Responsibilities

- Work with the center management team to create a unique retail and tourist experience.
- Work as part of a team by continuously delivering a high level of customer service by greeting and engaging with customers.
- Perform daily tasks to ensure products are displayed to enhance their quality and to encourage sales.
- Always maintain a clean and tidy shop floor.
- Diligently ensure health and safety procedures are always adhered to.
- Build a sound knowledge of our product lines in order to be able to help and advise customers.
- Carryout cash handing process effectively and efficiently.
- Be able to advise customers on all facilities available on site and forthcoming events.
- Confidently deal with any customer enquiries or complaints professionally.
- Be prepared to willingly support in other areas across the site that you have been trained for on the request of management.
- Work with the head chef/restaurant manager to create a unique restaurant experience in our train carriage open kitchen restaurant.
- Perform daily tasks to ensure food and drink is always prepared to a high standard.
- Operate all equipment fully and correctly as trained including coffee machine and till.
- Clear and clean tables and assist customers with their needs within the restaurant.
- Diligently always observe all food handling and health & safety procedures.
- Build a sound knowledge of all our food and beverage products available for purchase to be able to help and advise customers.

We ask that you have excellent hygiene practice and that you have the passion and the drive to succeed.