

Job summary

Role title: Casual Catering Host

Department: Catering, Harlequin Theatre

General description of role

To deliver excellent customer service and delivery of the catering offering within the Harlequin Theatre to all customers, patrons and internal team members via the Café and catering function.

We are looking particularly for people who can work regular weekday daytime shifts.

Duties and Responsibilities of Role

1. Prepare and serve alcoholic and non-alcoholic drinks, including barista coffees, consistent with the Company standard
2. Maintain contact with kitchen staff, management, and customers to ensure that the smooth running of the catering function, and any customer concerns, are handled appropriately
3. Support within the kitchen when needed. Will need to learn basic cooking skills to deliver menu and aid when called upon.
4. Possess full knowledge of bar and menu items and be able to make recommendations
5. Ensure smooth delivery of pre-ordered drinks whilst maintaining the ability to work in a fast-paced environment
6. Set up and maintain appropriate stock levels for the bar
7. Maintain cleanliness in all areas of the bar and cafe including counters, sinks, utensils, shelves and storage areas
8. Take orders from customers, deliver food and drinks, take payments and liaise with customers in a polite, friendly and efficient manner
9. In the event of an emergency, assist with all necessary crisis management and follow directed procedures to ensure staff, volunteer and guest safety
10. The handling of all cash and card transactions in line with company cash handling policy including processing cheque, card, floats and assisting with the end of day banking and adhering to PCI and GDPR.
11. To seek out business opportunities to increase the revenue of the catering offering by looking at upsells and aiming for targets agreed

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People



POSITIVE



INNOVATIVE



SUPPORTIVE



FLEXIBLE