

Part time, Seasonal Catering Assistant

What type of business is Rays Farm?

Rays Farm is a Farm Attraction and our aim is to provide a safe, educational, enjoyable day out, amongst animals and nature, for all ages of visitors.

Where will I be based?

Rays Farm Coffee Shop, Billingsley, Bridgnorth, Shropshire, WV16 6PR

What am I responsible for?

We are looking for the suitable individual to:

- Provide day to day running of the following: food preparation and cooking; taking orders and serving customers; preparation and serving of hot/cold drinks.
- Provide excellent customer service in Rays Farm Coffee Shop and Gift Shop.
- Handle cash, use cash register and process electronic payments.
- Keep all areas clean, tidy and safe. Clearing tables and washing up. Daily/regular cleaning and checks of Coffee Shops, Gift Shop, School Room and toilet block.
- Stock take, re-stock and deal with deliveries.
- Deal with any situation, catering or other.

What are the key tasks?

- To prepare, cook and serve a range of foods, including paninis, jacket potatoes and beverages.
- To clear tables and wash up. To be responsible for hygiene and safety in the catering area.
- To interact with customers in a pleasant, well-mannered way. To take customer orders accurately and serve food efficiently.
- To complete all cleaning duties required in a timely manner.
- To work on own initiative and as an effective member of a team.
- To carry out regular checks of all areas throughout the working day.
- To deal with any concerns or complaints from customers in a positive and proactive manner, by using own initiative within company guidelines, to reach an amicable outcome wherever possible.
- Be able to adapt to a fast paced and changing environment.
- To comply with Health & Safety requirements and ensure Health & Safety standards are met.
- To adhere to all organisational policies and procedures.
- Carry out any other duties as requested by Rays Farm manager.

What are the required days and hours?

- Fridays, Sundays and alternate Saturdays, from 9-5pm each day. Overtime may be requested.
- Please note this is a seasonal vacancy - our main season is from April to end of October 2021.
- Starting wage £9 per hour subject to age and experience.

What skills, qualities and experience do I need?

The ideal candidate would:

- Be experienced in a catering environment
- Have a knowledge of food preparation and cooking
- Food hygiene certificate desirable
- Maintain a safe, hygienic environment adhering to latest food hygiene standards
- Be well organised and have excellent communication skills
- Work in a flexible manner and adapt to fast changing circumstances
- Work on own initiative and as an effective member of a group.
- Have a pleasant, entertaining personality who can enthusiastically engage with visitors and talk knowledgeably about Rays Farm
- Have the confidence to deal with new and sometimes challenging situations with calmness and assurance
- Have an interest in generating new menus and ideas to increase visitor experience
- Have a willingness to undertake training.
- First Aid qualification is highly desirable.

What support and training will I receive?

- We will provide full training, support and equipment to employees working in our Coffee Shop/Gift Shop.
- You will need to partake and be successful in an interview and trial and have completed a site induction before you start work.

What will Rays Farm expect from me?

- Follow our policies/procedures relating to the health and safety of visitors and staff at Rays Farm (e.g. basic food hygiene is desirable).
- Be the friendly face of Rays Farm and deliver excellent customer service.
- Be reliable in attendance and dependable.
- Help us maintain the highest standards of service at the site
- Maintain good working relationships with staff, other volunteers and members of the public.
- Attend appropriate training sessions
- Safeguard confidential information about Rays Farm and let us know about anything relating to your role or the work of Rays Farm that you think might be controversial.

- Wear Rays Farm uniform, and return this once your employment with us has ended.
- **NB:** Own transport is essential (there are no bus/train services near Rays Farm – we are 7 miles from the nearest town). Full, clean driver's license is desirable.

What can I expect from Rays Farm?

- A welcoming and enjoyable experience
- Be treated fairly and with respect
- A full induction with on-going support.

What next?

- If you are interested in applying for this position, download the relevant Job Application Form on our website and complete. Please email this document, your CV and covering letter to info@raysfarm.com or post to Rays Farm Manager, Rays Farm, Billingsley, Bridgnorth, Shropshire, WV16 6PF
- If we would like to take your application further, we will be in touch to organise an interview and trial.
- Applications close 19th April 2021. To start as soon as possible.
- For further information, please call Abbie on 01299 841255 option 6.

Thank you for your interest in working at Rays Farm.