Stobart Group

Vacancy Notice

Food and Beverage Assistant

Division: **Aviation**

Location: **London Southend Airport**

Shift pattern: **Part time- 17.5 hours or 35 hours per week**
Zero Hours

Salary: **£7.50 per hour**

Reporting to: **Food and Beverage Manager**

What's the role?

This role involves working in the bar, coffee shop and restaurant providing the highest quality of customer service and demonstrating pride in both the business and the Stobart brand to deliver customer satisfaction. This role involves working flexible hours, both at weekends and bank holidays as required. Ideal candidates would be able to demonstrate hard-working, adaptable attitudes and be able to thrive under pressure in the workplace whilst still delivering excellent service.

What will I be responsible for?

- Providing and maintaining an excellent standard of customer service including meeting and greeting and seating customers and being as helpful as possible.
- Serving of customers including taking orders at the table and ordering point, preparation of alcoholic, soft & hot drinks, waiting on tables, operating the cash register and replenishing stock
- Providing and serving when required food & beverages to meetings and events, including the setup and clear down of the event.
- Working cohesively as part of the team so as to maximise co-operation leading to the efficiency and effectiveness of the operation.
- Liaising and working together with other departments to ensure our customers receive a high standard of service.
- Dealing with customer complaints/problems, at source where possible, keeping line management informed.
- Being proactive in ensuring that food & beverage areas are kept clean and tidy throughout operating hours, carrying out deep cleaning of all areas as required.
- Collecting deliveries and stock from delivery point to the relevant units as required.
- Ensuring products are adequately stocked for the operational day.
- Ensuring the standards of presentation and cleanliness of the Food & Beverage areas are maintained throughout operating hours, and that all relevant compliance paper work is completed in a timely manner.
- Keeping a record of any incidents/accidents to customers or staff, reporting immediately to the shift supervisor.
- Carrying out any other reasonable task as requested by your line manager.

Qualifications and experience:

✈ Experience of working in a restaurant environment would be advantageous

How to Apply:

All applications should be made in writing to Human Resources at LSAHR@southendairport.com with:

- An updated CV and a covering letter stating which position you are applying for or an application form

Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.

Please provide details of relevant skills, experience and qualifications to support your application.