**Job Title** Aquarium Assistant

**Department** Hospitality

**Reports to** Hospitality Manager

Head Chef

Catering Supervisors & Team Leaders

# Primary Objectives

* To be part of a flexible, courteous team dedicated to providing top class service by supporting the customer facing Front of House departments within the catering outlets to provide a pleasant environment to maximise visitor spend and experience.
* Delivering the mission: “Connecting us with our Ocean” by ensuring the NMA provides an excellent front of house service to it’s visitors, creating a pleasant environment to maximise visitor spend and experience.
* To adhere to the Core Values of the NMA which are: Positivity, Respect, Integrity, Diversity and Engagement

# Duties

• To assist the Hospitality Management, Head Chef, Café Supervisor in establishing the food area venues, ensuring consistency with the National Marine Aquarium brand and ensure it meets with the Aquarium’s aspirations of quality and productivity.

• To undertake catering specific tasks which will include food preparation, kitchen porter duties, receiving and storing of catering deliveries.

• To undertake customer facing tasks which will include serving visitors and provision of product information when requested, maintaining cleanliness in customer eating areas.

• Ensure you have good product knowledge and take the opportunity to up-sell at point of sale.

• To assist with the day-to-day operation and tasks of the soft play area and Garden Kiosk including staffing, catering offer etc during seasonal periods.

**General**

• Handling of cash including credit card and other methods of payment.

• To ensure you are productive and occupied. Using your own initiative during quieter periods to fully apply your attention to your duties.

• Undertake training as deemed appropriate to your role

• At all times to behave in a safe and responsible manner in accordance with company Health & Safety policy and the requirements of Health & Safety legislation relating to your responsibilities and to promote and act in the employer’s best interest.

• To adopt a flexible approach to working hours to ensure the viability of National Marine Aquarium operations (this includes the shift-working pattern)

• To carry out other activities as appropriate on the instruction of the Assistant Front of House and Hospitality Manager, Hospitality Manager, Front of House Manager and Senior Management Team