



# Hospitality Assistant (Casual)

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• ALEXANDRAPALACE.COM

ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY • CH  
ARITY REGISTRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London.

We deliver great experiences for everyone, every day of the year, at major events. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city.

## ROLE DESCRIPTION

The **Hospitality Assistants** work across the East Court café, Boating Lake Café, and Theatre Bars. You will support the operational team to deliver great experiences at a variety of exciting events.

A flexible and positive attitude is essential along with good customer service and good communication skills. Experience working front of house retail or hospitality is advantageous however bar and barista training will be given.



The hourly rate is **£13.85** (London Living Wage)

## HOW TO APPLY

To apply please send your CV and a cover letter outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

The deadline for applications is **12pm on Friday 27 February**.

Please note that due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

Please note as this role requires post holders to sell alcohol, applicants must be 18 or over.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

<b>Job Title</b>	<b>Hospitality Assistant</b>
<b>Department:</b>	Catering
<b>Responsible To</b>	Catering Supervisors / Assistant Catering Managers
<b>Overall job purpose</b>	To provide excellent customer service across all catering outlets including: East Court Café, Boating Lake Café, Theatre bars and other areas.
<b>Key internal relationships</b>	Catering Supervisors Assistant Catering Managers Café Operations Manager
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Deliver excellent <b>customer service</b> by ensuring that customers are served efficiently and made to feel welcome. Activities may include but are not limited to: <ul style="list-style-type: none"> <li>- Prepare and deliver food and beverage orders (alcoholic and non-alcoholic)</li> <li>- Process cash and card transactions</li> <li>- Clear and clean tables</li> <li>- Answer customer enquiries</li> <li>- Direct customers and clients</li> </ul> </li> <li>2. Prepare units at the start of the working day and assist with the closing down of <b>operations</b> at the end of the day (depending on shift pattern) keeping to advertised opening times. This includes: <ul style="list-style-type: none"> <li>- Opening / closing doors and shutters</li> <li>- Collect floats from the cash office</li> <li>- Switching on / off equipment and lights</li> <li>- Cashing up at the end of the day</li> <li>- Carrying out scheduled cleaning duties in public areas</li> <li>- Report takings to the Catering Manager</li> <li>- Sign unit keys in and out</li> </ul> </li> <li>3. Monitor <b>stock levels</b> (food, beverage, disposables) and inform Catering Supervisors / Management when stock is running low. Ensure that all products on display are clean, tidied, priced and fully stocked, and assist with taking deliveries and orders.</li> <li>4. Demonstrate solid <b>product knowledge</b> including seasonal menus and food offerings being able to advise on special dietary requirements if required, actively promoting sales opportunities</li> <li>5. Uphold all legislative and licensing requirements associated with food <b>health and safety</b> and the sale of alcohol including carrying out the venue's Challenge 25 policy</li> <li>6. Maintain excellent <b>communication</b> between management and the shop floor, escalating concerns and resolving customer complaints in a timely and professional manner.</li> </ol>

<b>Person Specification</b>	<u>Essential</u>	<u>Desirable</u>
	<p><b>Education / Qualifications / Memberships</b></p> <p>To be able to speak English to a level that enables you to complete your job effectively</p> <p><b>Experience</b></p> <p>Experience delivering face to face customer service</p> <p>Experience handling and processing transactions preferably gained in a retail catering environment</p> <p><b>Skills and Knowledge</b></p> <p>Strong verbal communication skills with the ability to speak confidently with customers and provide a warm welcome</p> <p>Ability to multi-task and work in a fast-paced environment</p> <p>Customer focussed</p> <p>Proactive and flexible approach</p> <p>Team player with a 'can-do' attitude</p> <p>Punctual and reliable</p> <p>Available to work a flexible shift pattern including some weekends, late nights and bank holidays depending on the event programme</p>	<p>Food safety certificate</p> <p>Bar experience is preferable, but training will be given</p> <p>Barista experience</p> <p>Experience preparing food and drink orders</p> <p>Experience resolving customer complaints and issues</p> <p>Awareness of Alexandra Park and Palace's event programme</p>

**DIMENSIONS**

**Financial responsibilities**

Cash handling

**People management responsibilities**

n/a

## GENERAL OBLIGATIONS

### i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

### iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

## CUSTOMER SERVICE STANDARDS



## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

### The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level I (of 4) and therefore should be demonstrating behaviours at level I.

**1. We are COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Work together collaboratively- acting as one team</li> <li>• Communicate with colleagues and other teams - building relationships, sharing information and reducing silos</li> <li>• Attend and actively participate in team meetings</li> <li>• Look for frequent opportunities to socially interact across the organisation</li> <li>• Ask for help more often</li> <li>• Pro-actively offer help if a team member is struggling</li> </ul>	<ul style="list-style-type: none"> <li>• Wait to be asked for help or leave people to struggle</li> <li>• Work in silos</li> <li>• Make decisions without consulting each other</li> <li>• Withhold information from others</li> <li>• Be silent and uncommunicative</li> <li>• Hold back because of lack of time or interest</li> <li>• Ignore the phone or customers</li> <li>• Act divisively</li> </ul>

**2. We are BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Bring creative ideas to work, share them with others and influence to make them happen</li> <li>• Be adaptable and open minded - listen to new ideas and try new things</li> <li>• Demonstrate a passion for learning put self forward to be trained and to train others</li> <li>• Be more vigilant in spotting the things which could be better</li> <li>• Admit when a mistake has been made or could have been done better</li> <li>• Welcome change as a way to learn and grow</li> </ul>	<ul style="list-style-type: none"> <li>• Resist change and new ways of doing things</li> <li>• Be afraid to try new things</li> <li>• Be defensive when constructive criticism is offered</li> <li>• Make the same mistakes</li> <li>• Hold back ideas</li> <li>• Blame others if new things go wrong</li> <li>• Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work</li> <li>• See setbacks as failure</li> </ul>

**3. We are OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Treat people with respect, irrespective of their opinions, beliefs or background</li> <li>• Demonstrate good manners with everyone</li> <li>• Listen to others and value their opinions</li> <li>• Take time to get to know other individuals and teams, who they are, what they do and how we can help</li> <li>• Discuss things in person and not rely on email</li> <li>• Be more culturally aware and understanding of difference</li> <li>• Work sensitively and collaboratively with all</li> <li>• Meet commitments and keep promises - follow up on enquiries or requests for information promised</li> <li>• Confront difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• Disrespect colleagues or customers</li> <li>• Single out, exclude or discriminate against people because they are different to me or for any other reason</li> <li>• Dismiss the views of others because their opinion and perspective is different to ours</li> <li>• Criticise colleagues in front of others or the public</li> <li>• Take sides when hearing different opinions</li> <li>• Bring personal problems into work on a regular basis</li> <li>• Talk or gossip about others</li> <li>• Talk the organisation down inside or out</li> <li>• Fail to deliver on what we have promised</li> </ul>

**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Demonstrate enthusiasm and excitement in the delivery of our roles</li> <li>• Express passion, energy and fun with colleagues and customers</li> <li>• Focus on quality – completing work on time and accurately</li> <li>• Take visible pride in our work every day</li> <li>• Be self- motivated and stay positive even when sometimes it is hard to do so</li> <li>• Deliver the best experience for our customers</li> <li>• Look for opportunities to bring fun to work</li> </ul>	<ul style="list-style-type: none"> <li>• Create a negative atmosphere</li> <li>• Demonstrate a can’t do attitude</li> <li>• Allow the negativity of others to affect me</li> <li>• Take things to heart</li> <li>• Take a careless attitude to the quality of our work</li> <li>• Say “I don’t know” – I will go and find out</li> <li>• Say “It’s NOT my job”</li> </ul>

**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Be determined to deliver making best use of the resources we have</li> <li>• Say yes more often and then work out how to do it with what we have</li> <li>• Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow</li> <li>• Minimise wastage and recycle more</li> <li>• Look after resources as if they are personal belonging s- keeping them tidy and maintained</li> <li>• Make suggestions on how to make things more efficient or reduce cost</li> <li>• Take accountability and show a “can-do” attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Bring problems without thinking of possible solutions or suggestions</li> <li>• Abandon problems hoping someone else will solve them</li> <li>• Say “Yes” if I know I can’t do something</li> <li>• Use budget as an excuse not to do things</li> <li>• Be wasteful of time, resources, energy and equipment</li> </ul>