



## **JOB DESCRIPTION**

Job Title	Team Member – Food and Beverage
Department	All departments
Reports to	Department Manager

### **Accountabilities:**

1. To be fully conversant with and strictly adhere to all health and safety regulations, food safety regulations, Snozone's Brand Standards and the Snozone People Guide.
2. To ensure you are always aware of Snozone's products and promotions and that the weekly update is always read.
3. To attend all monthly meetings and training programmes where required.
4. To ensure that every opportunity to 'sell up and sell on' is utilised and that options for guests to 'upgrade' are always explained.
5. Engage guests in the value of the Snozone membership.
6. To fulfil your targets and objectives via the bi-annual appraisal process as agreed with your Line Manager.
7. To adhere to the Standard Operating Procedures and ways of working as outlined in your department's Brand Standards.
8. Where applicable, undertake supervisory duties if requested, authorised and supplemented to do so.
9. To work across all departments when requested.
10. To be fully competent at utilising all elements of the booking system, as required within your role.

### **Responsibilities:**

- Provide all our guests and members with the best possible welcome and continuously deliver the Snozone Brand Standards.
- Engage with our guests and members, positively and affirmatively at all times, explaining the benefits of higher yielding products and activities before making future bookings.
- Ensure all deliveries are recorded and checked against delivery receipt for accuracy; report any discrepancies to the Manager on duty for resolution.
- Ensure tables and chairs are always clean and neatly arranged ready for the next guest.
- Check fridges and display units are always stocked appropriately throughout the day.
- Undertake and assist with stock taking and audit as directed by Food & Beverage Manager.
- Act as children's party host for children's ensuring the event is well planned and coordinated.

### **The Person:**

- A highly motivated individual who demonstrates outstanding communication skills.
- A commercial operator who is professional and can provide an exceptional guest experience.
- Possesses a very committed and diligent working style.
- Has strong implementation skills

### **Qualifications:**

Good GCSE grades



**Able to demonstrate Snozone Values**

- We lead by example in everything we do and have a passion for winning.
- We value and support our people.
- We're open, honest and have exceptional standards.
- We believe in teamwork, together we're stronger.
- We're obsessed with providing an outstanding guest service.
- We're always looking to improve our business, its revenue and its efficiency.