Job Advertisement – Volunteer – Bury Station Buffet Assistant

We currently have an opening for a buffet assistant to join our busy and professional team. This is a fantastic opportunity for a customer focused individual to join a unique and popular part of the business at the East Lancashire Railway.

This is a volunteer role, applicants must be aged 18 or over to apply. The successful applicant will be required to work weekends as well as some midweek days during our busy period.

If you feel you can work under pressure whilst maintaining an extremely high level of customer service and while continuously augmenting our establishment's reputation, then this could be the role for you.

Please send a copy of your CV and a covering letter to our Buffet Manager at -
maggie.sayce@eastlancsrailway.co.uk

Role Description - Buffet Assistant

Your day-to-day tasks may include:

- Greeting customers as they arrive
- Stocking up and observing stock rotation
- Serving drinks and food
- Dealing with payments
- Making sure tables are clean and tidy
- Be on hand to answer any questions and make sure that customers enjoy their experience.
- Ensure customers feel welcome and comfortable throughout the experience
- Perform duties in an efficient, professional and courteous manner
- Perform reasonable alternative duties, as instructed by your Manager/Supervisor

The Ideal person will need:

- To be extremely reliable and punctual
- To have some understanding of the hospitality industry and/or previous experience in a café environment
- The ability to remain calm under pressure
- The ability to memorise orders
- Numeracy skills & cash handling
- Excellent English and communication skills
- To deliver the highest quality customer service
- Exhibit a constant 'can'do attitude
- To enjoy a busy and fast paced environment
- To work well within a team
- To carry out tasks quickly and efficiently
- The ability to follow instructions
- To be well-presented and observe strict hygiene
- The ability to resolve conflict and take criticism