

## JOB DESCRIPTION

**DIRECTORATE:** TWAM Enterprises Ltd (TWAME)

**POST TITLE:** **Retail & Hospitality Assistant**

**RESPONSIBLE TO:** Designated Manager

**JOB PURPOSE:** To assist in the operation of the shop and café, and in the preparation and running of events as directed.

**MAIN DUTIES:** The following list is typical of the level of duties which the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. To deliver excellent levels of customer care and engagement to all visitors, acting as a well presented, professional and friendly ambassador for the venue at all times.
2. To operate the electronic point of sale to transact cash, cheque and credit card sales and to reconcile shop and café takings in accordance with TWAME cash handling procedures.
3. To merchandise shop product in accordance with TWAME range plans and merchandising guidelines, ensuring that new products are correctly priced
4. To carry out café duties, as directed, including preparing and serving food, making hot drinks and carrying out cleaning duties as required.
5. To assist in the preparation of venues prior to events, undertaking visitor assistance and queue management as needed, and supporting the de-installation and clearing-up of the venue upon completion.
6. To communicate customer and participant issues regarding security, safety, or otherwise to an appropriate manager.
7. To assist in maintaining a safe, healthy and secure environment and to act in accordance with TWAME health and safety procedures, ensure that all working areas are clean, safe and tidy.
8. To promote and implement TWAME equality and diversity policies in all aspects of employment and service delivery.