



# Job Opportunities

## Hospitality Outlets Crew

**Ref: TB17 – 02**

<b>CONTRACT:</b>	2 x Full Time Permanent at 37.5 Hours per week 2 x Part Time Permanent at 20.0 Hours Per week
<b>LOCATION:</b>	Titanic Belfast
<b>REPORTING TO:</b>	Outlets Manager.
<b>SHIFTS:</b>	Mixture of daytime shifts and weekends

Titanic Belfast, the World's Leading Visitor Attraction 2016, are expanding the Hospitality Outlets Crew. We have full and part time permanent positions available working in our famous Galley Café and Bistro 401.

Our Café and Bistro offer our customers a Titanic inspired experience, both outlets are vibrant and bustling in the summer months with a more relaxed atmosphere in the winter. They offer a unique and memorable dining experience and our crew are a vital part of that experience.

### General Purpose

All Hospitality Outlets Crew are responsible for the smooth running of the customer experience within the Café and Bistro ensuring our customers have a pleasant and enjoyable visit. This role will include:

- Setting up the Café / Bistro in the mornings in preparation for opening.
- Arranging and restocking display counters with food items, bakery goods and cold drinks.
- Dealing with customer queries and requests and advising your supervisor of any concerns.
- Deliver exceptional, quick and professional service in a warm and attentive manner that is synonymous with our 5\* standards.
- Taking customer food and drink orders in a friendly and timely manner.
- Serving food from the counters or kitchen.
- Working as part of a team to keep the Café / Bistro environment clean and tidy.
- Taking payments and operating a till.
- To ensure that all Company Health and safety and Food safety policies are followed.
- Any other duties as delegated by the Outlets Manager or any other person designated in their absence.



**The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.**

**Essential Criteria:**

- Previous experience in a customer facing role.
- Display a passion for Food and drink.
- Ability to work as part of a busy team, using your own initiative.
- Adaptable and can respond quickly to a dynamic environment.
- Ability to communicate effectively at all levels – with visitors and crew.
- Energetic and enthusiastic outlook and demonstrate resilience
- Good organisational skills.

**Desirable Criteria**

- Previous experience in a hospitality or similar role.
- Experience in handling cash responsibly and accurately.
- Barista / Coffee making experience.

***NB: Titanic Belfast reserves the right to enhance the selection criteria if necessary to assist with shortlisting.***

Closing date for receipt of applications is **9am on Monday 23<sup>rd</sup> January 2017**. Applications will only be accepted via company application forms. Applications received after the closing date and time will not be considered. If you wish to apply for the position please contact us via [careers@titanicbelfast.com](mailto:careers@titanicbelfast.com) and we will send an application pack out to you, the last date for requesting application packs is

**Friday 20<sup>th</sup> January 2017 at 3pm**

**If you are interested in applying for the Full-time position at 37.5 hours per week, please use reference TB17-02.**

**If you are interested in applying for the Part time position at 20.0 hours per week please use reference TB17-02A.**

**Please note for applicants successful at the shortlisting stage the following dates will apply:**

- Assessment centre to be held on 27<sup>th</sup> January 2017
- Individual Interview to be held on 1<sup>st</sup> February 2017

***Titanic Belfast Limited is an Equal Opportunities Employer***