

# Customer Service Assistant – Torbay Coast and Countryside Trust

**Salary:** National Minimum Wage

**Hours:** Part time, 25 hrs, within a 7 day shift rota

**Status:** Seasonal (May – September)

**Location:** Occombe Farm, Paignton

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. The Trust's ambitious £2 million investment plans for Occombe Farm include a farm animal attraction, indoor and outdoor play facilities, a large farm shop and catering outlets.

We are now looking to appoint two Customer Service Assistants who will deliver a welcoming, friendly and exemplary catering service for the customers at Occombe Farm.

The Customer Service Assistants will report to the Catering Supervisor.

## **As Customer Service Assistant you will:**

- Greet customers and take orders at the counter or table
- Prepare hot and cold drinks
- Process payments using EPOS till, handling cash and card payments
- Preparing individual orders
- Serve customers at counter or table as necessary
- Clearing and cleaning tables
- Washing up
- Check fridge stock levels and replenishing as required
- Stock rotation based on food 'end dates'
- Deal with customer enquiries
- Assist kitchen staff as required
- Check customer toilets as required with occasional cleaning
- End of day duties, including cleaning
- Putting away delivered stock
- Report health and safety hazards and incidents to a Supervisor or Manager
- Support café kiosk and other Occombe Farm departments when required

### **What we offer:**

- Free parking at Trust car parks
- Staff discount in Trust operated café and shops

### **What are we looking for?**

- Basic food knowledge
- Basic health and safety understanding
- Excellent customer care skills
- Communication skills
- Organisational skills
- Ability to work as an effective team member
- Numerate
- Attention to detail
- Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.

To apply for the position please visit our recruitment page (<https://www.countryside-trust.org.uk/vacancies/>) where you will find the job description and an application form.

Completed application forms should be returned to [jobs@countryside-trust.org.uk](mailto:jobs@countryside-trust.org.uk)

**Closing date: Friday 28<sup>th</sup> May 2021**

#### **Torbay Coast & Countryside Trust**

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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**Torbay Coast & Countryside Trust** is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.