

Hospitality Department Work Placement Description

Employer: THEATRE ROYAL (NORWICH)

Address: THEATRE STREET, NORWICH, NR2 1RL

Phone: 01603 598625

Contact: ELLA DAYMOND

Title: LEARNING & EDUCATION ASSISTANT

Placement Title: HOSPITALITY ASSISTANT

The Hospitality department consists of kitchen staff, bar staff, cellar staff and waiting staff working in Prelude (onsite Restaurant), Adnams buffet, 3 bars (including Playhouse) and Theatre Hospitality

Job Description: To be an effective team member, participating in all aspects of Theatre Hospitality and customer care

Likely Tasks include, but not limited to:

- Working as part of a team serving in the restaurant, at functions and assisting the general public.
- Taking food and drink orders as required.
- Delivering food and drinks to correct tables as required.
- Assisting in making drinks as needed.
- Washing up cups, saucers and glasses as needed.
- Assisting the bars team in making drinks, collecting glasses and cleaning tables.
- Operating tills as required, under supervision.
- Cleaning and laying up tables in the restaurant.
- Setting up function rooms with supervisor as and when needed.
- Helping chefs in the kitchen on the cold section and desserts, plating food items and preparing dishes under supervision.

Significant Risks (For further description please see our Risk Assessment Document):

1. Machinery such as pressurised coffee machine and steam ovens, individual will not be permitted to use at all. See other risk assessments for general risks.

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Control Measures:

1. Induction talk
2. Training
3. Supervision at all times

Job Requirements:

1. Flexibility regarding roles and times.
2. To be able to communicate and get on with a wide range of people.
3. Due to the specialised working environment occasionally certain aspects of the placement may not be suitable for those who suffer from certain conditions. Please let us know so we can ensure your safety whilst at the Theatre.

Please make sure to provide us with information on any medical conditions you may have (such as asthma or epilepsy), disability (such as hard of hearing, visual impairment, colour blindness, physical disabilities or vertigo), or any other condition that we should be aware of, including any specific learning difficulties, so that we can better support you with your application and potential placement. If you have any concerns or queries, please do not hesitate to get in touch.

Candidate Criteria:

The candidate should be able to demonstrate:

- An active interest in Hospitality and customer care.
- Past experience of participating in Hospitality or event management.
- An enthusiasm and willingness to learn by getting 'hands on' experience in customer care.
- To be sensitive and mature when customer complaints arise.
- An ability to work as a part of a team and also to carry out individual tasks accurately with minimal supervision.
- Good social skills with an ability to communicate with a wide range of people without inhibition.
- Punctuality.

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Working Times:

- Hours of work will vary and will be scheduled and agreed as far in advance as possible. You will work single shifts of between 4-6 hours.
- The hours will not exceed 40 hours per week.

Refreshment Arrangements:

- A short afternoon/evening tea break.
- Catering facilities are on site but as breaks are unsupervised you may eat elsewhere if desired.

Dress Code:

- You should wear suitable clothes for work in a public environment; Black trousers or skirt, white shirt and smart black shoes are appropriate.

Supervisor: Stephen Wright
Or
A member of the Hospitality team

Please note: The Theatre Royal holds a valid Employer and Public Liability Insurance Certificate