

# Marshall Arena Operations Part Time Waiter

## Job Description

**Position:** Event Waiter

**Department:** Arena Operations

**Reporting to:** Events Manager

**Job level:** Entry

**Contract:** Permanent

**Hours per week:** 0

**Job purpose:** To provide excellent service to customers.

### Job Description

#### Main Objectives

- To ensure a prompt and efficient set up and closedown of events.
- Stock control and stock requisition.
- To work with limited supervision supporting food and beverage service and dealing with guest requests on pre and post event days.
- To work providing food and beverage service and dealing with guest requests.
- To assist concourse team during football games providing service to fans.

#### Summary of Duties

- To ensure that event set ups are properly are delivered within agreed event agendas.
- To deliver food service to event staff and assist in the overall food and beverage operations during large events.
- To ensure that Front of House Areas are kept in a tidy manner for Arena events and show rounds.
- Cleaning and maintenance of back of house areas.
- To serve football fans during a game with quick and effective service.

### Person Specification

#### Essential

- Excellent customer service skills.
- Strong communication skills - written and verbal.
- Excellent attention to detail.
- Ability to work in a fast paced environment.
- High level of physical fitness.

#### Desirable

- Events experience in a hotel or large conference venue.
- Strong problem solving skills.
- Evidence of working to deadlines.

This job involves heavy lifting and long periods of standing and walking long distances

**Behavioural Indicators:**

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry

Reference: S0472

Closing Date: 1<sup>st</sup> August 2019