

Marshall Arena Operations Part Time Waiter

Job Description

Position: Marshall Arena
Operations 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:
<ul style="list-style-type: none">• 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