

## Job Description

<b>Job Title:</b>	<b>Waiting Staff</b>
<b>Status:</b>	<b>Zero hours</b>
<b>Salary:</b>	£5.28-£10.42 depending on age/experience (Grade 1)
<b>Location:</b>	Abbotsford, Melrose
<b>Reporting to:</b>	Café Manager

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### About Us

Abbotsford was designed and built by the famous author Sir Walter Scott as both his home and the location for his extensive collection of books and historical memorabilia, and was first opened to the public in 1833, five months after his death. After the death of his last descendent in residence Dame Jean Maxwell-Scott in 2004, The Abbotsford Trust was created. Our mission is to inspire, inform and engage audiences in the life and legacy of Sir Walter Scott. As custodians of Abbotsford, we aim to safeguard the house, collections, gardens and estate for future generations, enabling diverse communities to benefit from all that we care for.

Abbotsford is one of the most important heritage sites in Scotland and is considered important to its local community as a place to find natural beauty, culture, entertainment, and enjoy a fun family day out. Through our community programme we support people with a variety of needs, and we are supported by a thriving community of volunteers.

### Job Purpose

- Serve customers to ensure an exceptional standard of service to all visitors.
- Provide support as delegated as a member of the Abbotsford team.

### Scope and Accountability

Waiters/Waitresses will report to the Café Manager and will also work closely with colleagues in the kitchen of the Ochiltrees Cafe. The post holder will provide day to day service to customers in the Ochiltrees Café.

### Key Responsibilities

- Take reservations over the telephone and in person and place in café diary.
- Acknowledge customers as soon as they enter the café and escort them to a clean, available table or the table previously reserved for them.
- Be familiar with the menu and provenance of the food and drink allowing the up selling of all on offer.
- Take orders confidently, making suggestions of additional options.
- Reviewing tasting notes regularly.

- Collect orders from the kitchen as soon as notified and serve ordered items to customers in an efficient and friendly manner.
- Clean and stock service areas regularly to a high standard of presentation
- Clean, clear, and set tables quickly and efficiently paying attention to accessories and condiments.
- Prepare bills and take appropriate payment via the electronic point of sale (EPOS) system.
- Contribute to an effective and positive team environment.
- Enrich the guest's visitor experience by speaking knowledgeably about the History of Sir Walter Scott and what Abbotsford has to offer.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and its overall business objectives.

## **Person Specification**

### **Knowledge and Experience**

- Ideally 1 years' experience in a catering role

### **Skills and Abilities**

- Good interpersonal skills
- Strong attention to detail
- Good understanding of effective customer service and excellent telephone manner when handling callers (telephone and face to face)
- Positive and flexible approach to team working within a small organisation.

### **Personal Qualities**

- Commitment to the Abbotsford Trust's mission, vision and values
- Understanding of the importance of confidentiality and ability to work with sensitive information relating to Abbotsford.
- Commitment to Equality and Diversity and understanding of how they may apply within own role and customer relations.