

Treveague Campsite Job Description

Job title	Reception, Shop and Cafe staff		
Position and reporting line	Directors	No of Direct Reports	None
Purpose of role	<p>Within the reception, shop and café the role, at a high level, deals with supporting the needs of guests staying on the campsite.</p> <p>Reception duties involve updating the Camp Manager system with new booking requests, amendments and taking payments for bookings already made. Booking in guests and marking off departures.</p> <p>The shop stocks a variety of goods for sale from food, alcohol, camping supplies and firewood.</p> <p>Within the Café there is the provision of hot and cold food to tables or via takeaway.</p>		
Key relationships	<p>Internal</p> <ul style="list-style-type: none"> • Other Treveague Campsite Staff • Directors <p>External</p> <ul style="list-style-type: none"> • Guests • Suppliers 		
Key Tasks	<ul style="list-style-type: none"> • Taking and amending of bookings on Camp Manager systems (Training given) • Checking new arrivals in, and noting on systems guests leaving their pitches • Managing café bookings • For some shifts the preparation of light meals • Waiting on tables (taking of orders, delivering food and drink items) • Restocking if requested • Cleaning tables, washing up etc • Making tea, coffees etc • Creating deserts 		
Skills and Abilities	<ul style="list-style-type: none"> • Strong customer services skills, ensuring that the customer always gets a good outcome for any issues or requests made. 		

	<ul style="list-style-type: none"> • Confidence with IT systems including web based booking systems and outlook email. • Confidence with epos till systems, cash and card payments. • Compulsory Level 2 food hygiene certificate • Dealing with problems raised by customers and ensuring that they are dealt with promptly and ensuring that the customer has felt that they have been listened to. 	
Experience, Knowledge and Personal Attributes	<ul style="list-style-type: none"> • Customer service roles • Basic IT skills including web based systems, Microsoft Excel, Outlook and printing • Table services skills • Responsive to guidance and instruction • Maintaining a customer focussed approach • Problem solving • Negotiation skills to achieve desired outcomes • To work as part of a team 	
Notes	<ul style="list-style-type: none"> • A staff discount is available for the purchase of food • Tips are to be shared equally amongst all staff who have worked in the Café pro rated on an hours worked basis • Tips will need to be declared as necessary to HMRC • Staff under 18 years old can not sell alcohol in the shop 	
Logistics	Hours	4 – 8 hour shifts
	Rate	
	Notice period	