



Kiosk Staff

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

Department	Kiosks
Contract Type:	Seasonal, Casual Worker
Location:	St James Park, Exeter
Reports to:	Kiosk Manager
Responsible for:	N/A
Core Team Relationships:	Kiosk Manager, Kiosk Staff, Safety Officer & Stewards.
Main Purpose:	As part of the matchday Kiosk Staff team you will work in one of our busy catering kiosks situated within St James Park. Each matchday you will work as part of the team to serve spectators a variety of food and beverage products in an extremely fast paced environment. You must be willing and able to follow instruction to ensure service runs successfully.
Role Summary	<p><i>This role requires:</i></p> <ul style="list-style-type: none">• Professional, friendly approachable attitude when welcoming customers and ensuring they receive a first-class experience.• Passion for customer service and ability to strive to go the extra mile.• An individual that is a team player and also has the ability to use their own initiative if involved in a difficult situation. <p><i>The key responsibilities of this role are:</i></p> <ul style="list-style-type: none">• Ensure you have a full understanding of the menu offered to be able to provide full product knowledge to spectators.• Prepare and serve beverages and snacks.• Ensure positive interaction with all customers ensuring orders are taken correctly, customer needs and preferences are assessed and make.• Adhere to all cash and card handling procedures when processing payments.• Ability to follow stock rotation and replenishment procedures.• Maintain a clean, neat and tidy working area throughout every shift.• Leave the kiosk in pristine condition at the end of the shift.• Be responsive to colleague and customer requests and queries.• Try and resolve any customer complaints using the training you have been provided and ensure issues are logged and deliver relevant feedback to the Kiosk Manager.• Attend staff training as required.

	<ul style="list-style-type: none"> • Take pride in yours and your kiosks presentation and be a positive ambassador of the Club for all events. • Work as part of the team to ensure that all kiosks are maintained to a very high standard of cleanliness and safety in accordance with company policy, Health and Safety, SOP and statutory requirements. • Ensure you are familiar with emergency and evacuation procedures. • Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your supervisor or where appropriate a steward. • Obtain a working knowledge of the Health and Safety at Work Act 1974 specifically relating to your area of duty, also to general aspects of the Company. • Comply with company grooming and uniform standards. • Comply with timekeeping and attendance policies. • At all times, comply with the company policy and code of conduct. <p>This Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.</p>
<p>Measures of Success</p> <ul style="list-style-type: none"> • Feedback received from supervisor, colleagues and customers • Product knowledge 	
<p>Qualifications/Experience/Knowledge required</p>	<ul style="list-style-type: none"> • Please see person specification