



Match Day Kiosk Staff

Core Team Relationships	The holder of this role will be required to work closely with: <ul style="list-style-type: none">• The Kiosk Supervisor, The Park General Manager & the Kiosk Staff Team.
Role Summary	<p>This role requires:</p> <ul style="list-style-type: none">• A passion and pride in delivering exceptional customer service ensuring a positive and friendly environment.• A need to be dynamic and enthusiastic to provide an excellent food and drink experience for all customers ensuring customer needs and expectations are met if not exceeded. <p>The key responsibilities of this role are:</p> <ul style="list-style-type: none">• Prepare and serve non alcoholic beverages and snacks.• Ensure all Health and Safety regulations are adhered to.• Interact with customers, ensuring orders are taken customer needs and preferences are assessed and make appropriate recommendations.• Ensure the highest standard of cleanliness at all times at your work station and assist in ensuring all units are cleaned and restocked as required.• Taking cash payments.• Work within your team to take ownership of problems and provide solutions/resolutions.• Try and resolve any customer complaints using the training you have been provided and ensure issues are logged.• Deliver relevant feedback to the Kiosk Supervisor.• Ensure appropriate uniform is worn.• Follow company procedure for clocking in and out and ensure all breaks are authorised.• Attend staff training as required.
Qualifications/Experience/Knowledge required	<p>The role requires:</p> <ul style="list-style-type: none">• Preferably have previous kiosk experience, however full training will be provided.• Calm and capable of working under pressure.• Excellent communication and customer service skills• A professional appearance ensuring care and attention of personal presentation as you will be representing The Club.• Good numeracy and literacy skills• A good level of physical fitness/mobility is required as the role involves long periods of standing, lifting stock and often you will be working within a fast paced environment.