

Work at
Eden Court

**FOOD +
BEVERAGE
ASSISTANT**



Like to join our team?

Eden Court is well known as the biggest entertainment venue in the Highlands but it is also a registered charity and provides the largest creative learning programme in the UK.

300,000

people come through Eden Court Theatre and Cinema's doors each year

90%

of all Highland residents have been to Eden Court

£6m

Eden Court's annual input to the economy

100,000

take part in Eden Court's activities for children, young people and the community

70,000

see movies at Eden Court Cinema each year



Eden Court Highlands (trading as Eden Court) is a company registered in Scotland (company number SC63216) and a charity registered with the Office of the Scottish Charity Regulator (registered number SC008237).

The company's registered office is at Eden Court, Bishop's Road, Inverness, IV3 5SA.



Our Programme

Theatre

Everything from big-name stars to intimate gigs.

Eden Court Theatre is the cultural heart of the Highlands, hosting live performances of all art forms, attracting both international performers and local acts. We attract a huge variety of talent, with over 400 performances of 250 different shows each year, mainly down to our programming experience and knowledge of Highland audiences.

We exist to serve the people of the Highlands and visitors to the area by giving them access to an incredibly wide range of arts and cultural experiences. Each year over 160,000 people agree.

Cinema

1,900 hand-picked screenings per year.

70,000 people come to Eden Court's two cinemas each year to see a huge variety celluloid content.

The carefully curated programme of films includes the best in world and independent films, sitting alongside carefully chosen mainstream offerings.

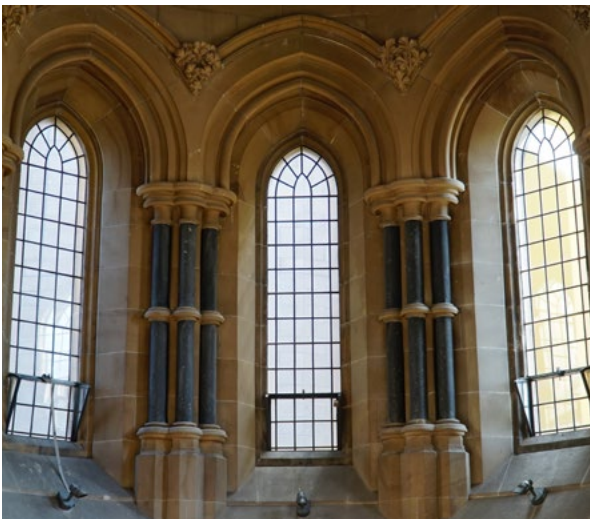
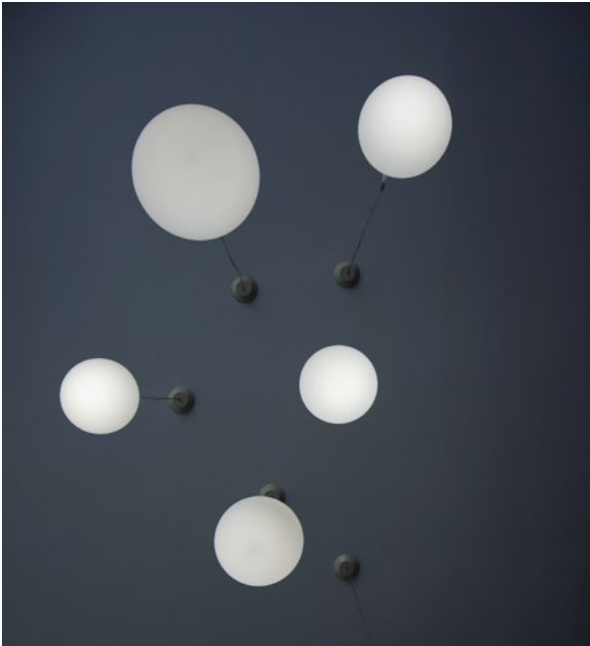
The modern cinemas often host directors' talks and are the only cinemas in the north equipped with 35mm capacity.

The annual Inverness Film Festival celebrates films from across the globe as well as Scotland during the five day event at Eden Court.

Engagement

Eden Court's Engagement programme is a huge success story.

The team run over 60 classes a week at Eden Court and uniquely offer nationally recognised qualifications in Dance and Drama for young people unable to access this learning in Highland Schools. We deliver large-scale community events, make work for family audiences and across the geographically challenging Highland region our Youth Theatres provide opportunities for young people to engage with the performing arts.



Visual Art

Our three galleries work with artists to present a varied programme of exhibitions. Showcasing the work of both established artists and investing in the next generation of talent.

A Socialising Hub

Eden Court attracts people from all over the world to its riverside setting.

Our busy bars, restaurant and cafe are great places to meet, with Eden Court Lates attracting a loyal following to free monthly events in the bar.

Eden Court's unique location makes us the departure point of choice for drivers taking on the North Coast 500, ensuring we have plenty of colour in the car park, too.

Great Spaces

A much-loved venue at the heart of the Highlands.

Eden Court has two theatres, two cinemas, two studios, galleries, bars and a restaurant. All have state-of-the-art facilities to suit access needs.

A venue for major events, Eden Court has hosted political conferences for SNP and Liberal Democrats, craft, wedding and Christmas fairs and the popular XpoNorth, Scotland's leading creative industries festival.

VACANCY

FOOD AND BEVERAGE ASSISTANT

We are looking for someone who is enthusiastic about delivering great food and beverage service and front-line customer care. The restaurant and bar consists of a 70 cover restaurant, a 50 cover cafe-bar, and 2 further bars, open depending on the attendance at performances. Eden Court also has a thriving Conference and Events business requiring catering provision throughout the day and evening.

The hours of work are variable according to the requirements of the theatre and cinema, so your ability to be flexible is vital.

Candidate Specification

We do not expect a candidate to have experience of all the areas listed below, but preference will be given to candidates who can demonstrate experience in a number of the areas.

QUALIFICATIONS/ EXPERIENCE/ KNOWLEDGE

1. Experience of dealing with customers in an environment that values high levels of customer care and satisfaction
2. Front of house experience in a hotel, restaurant, conference or similar environment
3. Experience of successful working in a large and diverse team.

PERSONAL QUALITIES

1. Friendly and welcoming manner
2. Professional approach with the ability to deal politely with people even under pressure
3. Enjoys working as part of a team
4. Flexible approach to work.

Minimum of 1 year high volume bar work and barista training essential. No Accommodation provided.

Position Details

Along with Box Office and Front of House Staff, Catering Staff are some of the members of staff that all customers are certain to meet. It is therefore essential that our catering staff provide a warm, friendly welcome to all customers, especially as many of them have travelled so far. Often the first thing they will want to do is visit the restaurant or bar for something to eat or drink. It is vital that our Catering Team ensure our customers are safe at all times and that they help our customers find all the Eden Court services that they require.

GENERAL DUTIES

Food and Beverage Assistants are expected to be polite, friendly and welcoming to the public at all times and your main responsibilities include:

- Taking bookings for the restaurant over the phone and in person
- Meeting and greeting restaurant and bar customers and providing them with the appropriate menus and information
- Setting up and serving in the restaurant, bars, private dining and meeting rooms, ensuring our standards of service are met at all times. You will have a working knowledge of the menus and drinks available when you are on shift
- Preparing bills and taking payments for catering services for internal and external customers
- Maintaining high standards of cleanliness at all times in the restaurant and bar areas. Ensuring all tables are cleared and wiped and chairs and other furniture are clean and in good order
- If you are not a personal license holder, you will take part in and apply the 2-hour mandatory training for the sale of alcohol
- Being aware of the behaviour of the public at all times and taking appropriate action if you believe that anyone's behaviour will be spoiling the enjoyment of other customers.

As part of a larger team looking after our customers, which includes Ushers and Box Office Staff, you should also be aware of the following responsibilities. Whilst they are not your primary role, you will be expected to work closely with other departments to ensure we deliver a high standard of customer service and a safe environment.

- Reporting any issues which are likely to cause difficulty or compromise the enjoyment of the public to your Line Manager or Duty Manager if you cannot deal with them safely and immediately yourself.
- You will be given training on the emergency and evacuation procedures for the theatre and will be responsible for calmly guiding the public to safety in accordance with these procedures. While on shift you will also ensure that the fire exits in your area are clear and free from obstruction at all times.
- Having a working knowledge of admission policies to the theatre and cinemas, particularly regarding age limits relevant to the service of alcohol.
- Any other duties requested by your Line Manager or Duty Manager that are reasonable requirements for the job of Food and Beverage Assistant at Eden Court.

As a member of Eden Court Staff you will be required to uphold certain key policies including Equal Opportunities, Customer Care, Accessibility and Health and Safety. You will also be expected to take your share of responsibility in the ongoing improvement of these policies and for contributing to the overall profile and reputation of Eden Court.

Important Information

- Variable hours – minimum of 20 per week
- Salary: £8.32 per hour
- Holidays – Full time equivalent of 28 days plus 6 public holidays
- Workplace pension scheme
- Applications should be received by Thursday 12th December at 12pm
- Interviews will be arranged as and when suitable applications are received.

How to Apply

If you think this is the job for you please send us your CV and a covering letter of no more than two sides of A4 outlining how your career history to date, skills and experience make you the right candidate for the role.

Please also complete the equal opportunities monitoring form and return this to us with your CV.

You can send your application to us by email or post. Please mark the envelope 'Food and Beverage Assistant - permanent' clearly in the top left hand corner:

Human Resources Department
Eden Court
Bishops Road
Inverness, IV3 5SA

Email your application to us at jobs@eden-court.co.uk