



ARMADALE

CASTLE, GARDENS & MUSEUM OF THE ISLES

ISLE OF SKYE

JOB DESCRIPTION

Role: Café Host at the Stables Café	Business Function: Providing a high-quality customer experience in our catering department.
Reports to: Café Manager	Type of Contract: Seasonal, April to October Part-time and Full-time positions available Salary £13 per hour
Location: Armadale Castle, Gardens & Museum of the Isles, Armadale, Sleat, Isle of Skye, IV45 8RS	Last updated: March 2024
Purpose of the role: Working as a first point of contact in the café at Armadale Castle, Gardens & Museum you will provide a friendly, welcoming and courteous service to our visitors while serving a selection food and beverages. You will promote the café and the other amenities available onsite and strive to deliver a high standard of customer care to all.	
Competencies: <ul style="list-style-type: none">• Friendly, outgoing and welcoming personality• Excellent communication skills• Good team worker• Ability to work under pressure in a busy café environment• Ability to act as 'ambassador' for our organisation with visitors• Attention to detail• Awareness of and compliance with Food Hygiene, Health and Safety, Fire Safety and security practices and measures	

Experience:

- Experience of working in a busy customer service environment
- Experience of cash handling
- Experience of teamwork
- Knowledge of the local area

Desirable

- Experience in making speciality coffee (training will be provided)

Scope of Role:

- Providing an efficient, friendly, and courteous service to all people visiting the cafe
- Ensuring café premises are always clean, tidy, and presentable for customers to enjoy.
- Answering visitor enquiries about Armadale Castle, Gardens & Museum of the Isles, and the local area
- Responsible for general housekeeping duties within the café areas
- Any other duties as required to meet the needs of the business

Technical Knowledge:

- Use of retail touchscreen tills (training will be provided)

People Management:

- Member of a team
- Ability to take direction

Financial Management:

- Cash handling
- End of day cash reconciliation