

DEBBIE BRYAN: GALLERY & HOSPITALITY CUSTOMER SERVICE ASSISTANT

<p>Job Placement summary</p>	<p>This is customer-facing role working in our independent gallery, creative space and tearooms. This role would suit an enthusiastic individual with previous retail and/or hospitality experience. However, training will be provided.</p> <p>The applicant should be interested in learning new skills and be committed to building their confidence and knowledge about craft, design and art as well as seasonal food and drink menus.</p> <p>The role involves working in our gallery and dealing with sales and booking enquires. Working in our tea room to support housekeeping, food hygiene standards and preparation and delivery of service. As well as contributing to our customer engagement via social media.</p> <p>Your role would involve, once trained</p> <ul style="list-style-type: none"> •Maintaining good housekeeping standards •Maintaining food hygiene standards •Stock control and administration •Preparing for tearoom services •Preparing materials, equipment and table settings •Providing hospitality, customer service and creative support •Having good product knowledge •To assist customers when making purchases and/or bookings, from the gallery and/or tearoom
<p>Essential skills, experience and qualifications</p>	<p>To apply for this role we would like you</p> <p>To have</p> <ul style="list-style-type: none"> •A passion for working in the retail and food and drink industry •Good written skills •Good verbal communication •Good listening skills •Strong organisational skills •Excellent time keeping •A responsible and reliable attitude to work <p>To be</p> <ul style="list-style-type: none"> •A self-starter and able to work independently •Willing to learn new skills •Willing take constructive feedback •Reliable and hardworking in your role •A good team player
<p>Number of hours per week</p>	<p>25; there may be an opportunity for additional hours</p>
<p>Working pattern and contracted hours (including any shift patterns)</p>	<p>Working pattern will be up to 5-days a week between Monday-Sunday</p> <p>This role will be based over Debbie Bryan's two premises Nottingham Lace Market, NG1 1PF Ruddington Village, NG11 6DT</p> <p>At times, there may be research visits or location events you may need to attend as part of your role</p>
<p>Hourly rate of pay</p>	<p>National Minimum Wage; performance related award</p>

<p>Details of employability support (training opportunities/mentor)</p>	<p>In-house training You will be supported in-house in specific training commented on within the job placement summary, as well as:</p> <ul style="list-style-type: none"> •Customer service and engagement to take payments, support bookings and respond to enquiries (in-person, via phone and online) •Product knowledge •Housekeeping •Preparation and service <p>There will be ample opportunity to progress in your role, feeling supported and nurtured as your confidence grows and your skills develop – we are here to support your longevity with opportunity for longer term job security for the right candidate</p> <p>Monitoring of this support will be held in-house by the team who will act as your mentor, previous mentoring approaches include:</p> <ul style="list-style-type: none"> •One-to-ones •Surgeries •360-feedback <p>This support will be on-going throughout your role</p> <p>External training Where opportunity allows you will have access professional development through external courses and workshops</p> <p>Previous external training and development includes</p> <ul style="list-style-type: none"> •Market research trips •Team training days •Mentoring sessions
<p>Details of employability support continued</p>	<p>External training Where opportunity allows you will have access professional development through external courses and workshops</p> <p>Previous external training and development includes</p> <ul style="list-style-type: none"> •Market research trips •Team training days •Mentoring sessions

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