



Job Vacancy Information Pack

Post: Experiential Restaurant – Team Member

Job Reference: **EX291 (please quote on application form)**

This pack contains all the information you need to know when applying for a vacancy at Yorkshire Wildlife Park, included in the sections below:

1. Important Information
 - Useful information about the recruitment process, equal opportunities, company & departmental information.
2. How to apply
 - Accepted methods of application and how to submit.
3. Application form
 - Yorkshire Wildlife Park encourages green practices. Please reduce your ecological footprint by completing the form electronically and returning via email.
4. Job Description
 - A breakdown of the vacancy and what is expected from the successful applicant.
5. Job and Person Specification
 - A list of essential and desirable criteria for the post.

Important Information

The Organisation

Thank you for your interest in our advertised vacancy. Since its opening in 2009, Yorkshire Wildlife Park has evolved to become the UK's number 1 on-foot safari. We feature walkthrough exhibits that take the guest directly into the world of the animals. A dynamic centre for conservation and welfare, the park currently has around 400 animals across 70 different species. We aim to provide a quality, value for money experience that excites and inspires our guests.

Equal Opportunities

Yorkshire Wildlife Park is committed to equal opportunities in all aspects of recruitment and employment.

Job descriptions and person specifications define the qualification, experience and other skills required for the post and will only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.



As part of our commitment to equal opportunities we are monitoring job applications for equality purposes. To help us in our endeavours we ask you to complete an equal opportunities monitoring form at the end of the job application form. The equal opportunities monitoring form will be detached from your application form, stored separately and used solely to provide statistics for monitoring purposes.

Yorkshire Wildlife Park's Mission Statement

To create a dynamic, interactive experience and regional centre of excellence for the conservation of biodiversity globally and locally that is sustainable both for the environment and the business. To promote a wider understanding of the natural world and inspire generations to support and protect the world around them.

Experiential Restaurant at The Hive - Yorkshire Wildlife Park

The Hive is the exciting new development at Yorkshire Wildlife Park that is due to open from Spring 2021.

One of the key features of The Hive will be a unique experiential restaurant where team members will deliver an inspiring and truly memorable dining experience for our visitors. Joining the team at this early stage will mean involvement in the creation and opening of this truly amazing restaurant.

Use of Curriculum Vitae (CVs)

Our policy is to recruit and employ our employees based on their suitability for the vacancy.

An application form allows us to compare individuals based on the same criteria and as such we do not accept a CV unless it is accompanied by a fully completed application form.

Shortlisting

To ensure that the people we employ are matched to the role and our business aims, we operate a robust shortlisting procedure which involves a two-stage interview process. Candidates should ensure before they apply for a position with YWP, that as a minimum they meet the essential criteria outlined in the person specification and are available to attend interviews on the dates outlined on the job specification.

Due to the volume of applications we receive, it is our policy not to inform candidates who have not been shortlisted to interview stage. If you do not hear from us within one month of the closing date, we will have decided not to take your application any further.

Pre- employment Checks

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK and two satisfactory references.



How to Apply

All applicants are required to fully complete the YWP application form in order to be considered for any vacancy. You should refer to the person specification when completing Section 5 of the application form as this is the criteria we use to measure you against.

Complete application forms should be returned to the HR Department by midnight of the closing date specified. Late applications will not be accepted under any circumstance.

Yorkshire Wildlife Park promotes green practices, please support us in our endeavours by completing the application form electronically and returning via email.

A CV can be used as a supportive document to the application form but cannot be used to replace any part of the application form. Applicants who have used their CV to replace parts of the application form will have their application rejected.

Complete application forms should be returned to the HR Department via email to the following email address recruitment@yorkshirewildlifepark.com

Application Form

The YWP application form is available to download from the vacancies page of our website in pdf and word format.



Job Description

Job Title:	Team Member (Restaurant or Bar)
Reporting to:	Experiential Restaurant - General Manager
Department:	Experiential Restaurant – The Hive

Primary Responsibilities

To provide an energetic, unique and memorable experience to guests visiting the Experiential Restaurant.

Key Work Objectives

- Front of House Team Member in an Experiential Restaurant (Restaurant or Bar).
- Provision of a memorable and bespoke food and beverage experience for every guest.
- Adherence to timing standards for products and services.
- Present menu items, answer questions and make suggestions regarding food and beverage choices to restaurant guests.
- Provision of an exciting and animated food and beverage service.
- Maintain up to date knowledge of the food and beverage offer.
- Provide upselling opportunities where appropriate.
- Assist in keeping the restaurant clean and safe for guests and staff.
- Provision of the responsible service of alcoholic beverages.
- Consistently maintain an enthusiastic and positive approach to guest service.

General

- Outgoing and able to talk to a wide range of guests.
- Eager to be part of an exciting opening process.
- Able to work during peak periods, including evenings, weekends, bank holidays and school holidays.
- Enjoys working in a fast-paced customer facing environment.



Job Specification

Job Title:	Team Member (Restaurant or Bar)
Reporting to:	Experiential Restaurant - General Manager
Working Hours:	There are both full time (40 hours) and part time vacancies available. Hours will be scheduled in accordance with business requirements and will include evening, weekend and bank holiday work as required. <i>Please state on your application form your weekly hours preference.</i>
Salary:	National minimum wage
Contract:	Permanent
Purpose of role:	Facilitation of an energetic and remarkable food and beverage experience

Main Duties & Responsibilities:

- The service of food and/or drink in an exciting experiential restaurant.
- Facilitate a truly memorable experience for guests.
- Ensure that standards for presentation and service delivery are consistently maintained.

Candidate:

- Previous experience in either a busy restaurant or bar would be beneficial although not essential as full training will be provided.
- Must be confident engaging with a wide range of guests to ensure an exemplary and memorable experience.
- This role would particularly suit individuals who have a confident and animated personality and enjoy engaging with people of all ages.

Start Date: March 2021

Closing date for applications: 14th January 2021

Interviews: Dates and arrangements to be confirmed



Person Specification

JOB TITLE: EXPERIENTIAL RESTAURANT TEAM MEMBER (RESTAURANT OR BAR)

Assessment Criteria	Essential (E) Desirable (D)
Experience	
Customer facing service of food and/or beverages	D
Hospitality industry experience	D
Entertainment industry experience	D
Working with a wide range of customers/guests	D
Skills/ Abilities	
Excellent communicator	E
Passion for food, drink and guest service	E
Able to think on feet	E
Thrives in a fast paced, multi-faceted environment	E
Confident and outgoing personality with the ability to effectively communicate with people of all ages	E
Knowledge	
Food & beverage service	D
Basic food hygiene and health and safety awareness	D
Qualifications	
Drama or performing arts qualification	D
Food hygiene certificate	D