



Soft Play Café Assistant

Location: Piperdam Golf & Leisure Resort

Set in 650 acres of idyllic Angus countryside, Piperdam combines superb accommodation and award-winning facilities to create the ultimate Scottish Experience. Our facilities include the Activity Barn.

Job Summary

As a Soft Play Café Assistant, you will be responsible for the daily operational duties and performance of the soft play area and cafe, and related activities

Main Duties and Responsibilities

- Ensuring that the Soft Play, café and related areas are well maintained and cleaned to a high standard.
- Supporting the delivery of birthday parties, one off events (Halloween, Christmas/New Year parties)
- Answering customer enquiries related to the soft play and café areas
- Greeting customers, welcoming and seating guests.
- Taking orders, preparing orders, including low skill food preparation.
- Serving food and beverages.
- Being the first point of contact for guest complaints / issues / feedback and handling in a professional and courteous manner.
- Health, hygiene and safety responsible.

Key Skills and Experience

- Excellent communication skills.
- Excellent customer service skills.
- Ability to perform under pressure.
- Previous experience of working in a customer service environment, ideally within a Food and Beverage environment (desirable).
- Basic hygiene qualification preferred

Reports to

Activity Barn/Leisure Manager

It is agreed that the above is a brief and concise job description for the role of Soft Play Café Assistant

Signature
(Employee)

Print Name

Date