



### Job Description

#### CASUAL WAITER & CATERING TEAM MEMBER

Utilita Arena Cardiff, CF10 2EQ

We are looking for new team members who are driven and motivated and have outstanding customer service.

The music industry can be very fun at times, but it is also a very fast-paced environment.

Our catering team are employed on a casual basis on a zero-hour contract.

**To apply:** Visit <https://www.utilitaarenacardiff.co.uk/join-our-team>

Shift times are usually between 4.30pm to approx. 10pm (Depending on show times).

There will be opportunities to also work on day shifts on occasion for Conferences & Exhibitions.

#### **The Role:**

- You will be serving our guests in our L2 Restaurant & Bar.
- Taking our guests food and drink orders.
- Processing payments.
- Working with the catering team to deliver excellent customer satisfaction.
- Observe food handling and hygiene regulations.
- Follow health and safety guidelines.
- Keep the kitchen and serving areas stocked, clean and hygienic always.

#### **Key Requirements:**

- Must be 16+
- Ideally have experience working within a Catering environment.
- Able to work in a fast-paced environment.
- Ability to upsell and proactively engage with customers and products.
- A proactive hands-on approach with all job activities required including re-stocking & cleaning duties.
- A confident individual committed to demonstrating outstanding customer service.
- Able to work as a team and use own initiative and working with a 'can do' attitude.
- Punctuality and presentation to our smart-wear standards.
- Ability to converse in fluent English.

Even though you will join as casual team member, we provide a great working environment where you are part of some of the biggest names in entertainment performing in Cardiff, working for the world's largest entertainment company, Live Nation.

**Remuneration:** £11.50 per hour (+ Holiday Pay) - Monthly Pay - Temporary, Zero hours

**Closing date** - Saturday 31<sup>st</sup> August 2024

**Experience:** 1 year (preferred), Customer service: 1 year (preferred)

**Shift availability:** Night shift (required)