



Job description

Fodder on the Hoof Assistant – Fodder

Place of work - Fodder, Great Yorkshire Showground, Harrogate HG2 8NZ

Hours of work – 40 hours per week working 5 out of 7 operational days of the week with additional hours in mornings/evenings and weekends as an essential feature of the role.

Salaries and benefits

Competitive salary, 6% employer contribution to group pension scheme 3% employee contribution, 34 days holiday (inc. bank holidays), 24/7 access to an Employee Assistance programme and GP helpline for you and your family, subsidised private healthcare scheme, Life assurance of 4 x annual salary, Staff discount, 2 free social events per year and uniform provided.

Line Manager – Café manager/FOTH supervisor

Background information

Fodder www.fodder.co.uk is an award-winning farm shop and café established over twelve years ago. Fodder has a loyal customer base and is well known for quality produce and customer service. The only farm shop and café in the UK where all profits go towards funding the work of a registered charity; the Yorkshire Agricultural Society.

Passionate about Yorkshire, its farmers and local producers; Fodder, supports and sells only the very best. Our shelves are stocked with food and drink from over 430 farmers and producers, with 85% of what is sold and served coming from Yorkshire.

A few years ago we bought a vintage 1960's Airstream and created 'Fodder on the Hoof' to offer customers great quality take away food.

Job Purpose - A highly motivated enthusiastic person to prepare and serve consistently, high quality food and beverages efficiently in Fodder on the Hoof, whilst offering excellent customer service. To help out in other Fodder departments as required.

Principal Duties:

- Offer all customers amazing customer service, actively welcome customers and create a positive experience.
- Prepare and cook food/serve drinks safely and efficiently.
- Correctly package and serve food, quickly, efficiently and consistently.
- Upsell – to increase sales.
- Ensure swift and consistently good service
- Responsible for presenting bills and dealing with payments, operates the tills and credit card machine to ensure payments are correct.
- Understand and be knowledgeable about how to cook every menu item, the relevant allergen info and suppliers etc.
- Carefully manage stock rotation, ensuring all food is correctly dated and stored
- Take orders and money to offer a prompt and accurate service
- Be a Barista and make amazing milk shakes too.

- To work hygienically and efficiently, following company protocols including adhering to cleaning schedules etc proactively carrying out required tasks.
- Keep inside and outside of Airstream clean and tidy; observe and adhere to daily and weekly cleaning schedules
- Ensuring any equipment is used efficiently and safely
- Ensure that all comments or complaints are reported to the Line Manager
- Observe all legislative requirements including those concerning hygiene, food, health and safety at work.
- Attend mandatory and other training as required
- Any other appropriate duties which may be added from time to time.
- Undertake other job related tasks as directed by a Manager when required

Person specification

Experience required – Food service, barista and cooking experience would be ideal.

No formal qualifications are required, as training will be given

Skills and Aptitude

- Self-motivated – someone who can be productive; even in quiet times.
- Be committed to exceptional levels of customer service.
- Be organised and efficient.
- Good attention to detail to ensure food is of a consistent and high standard
- Be friendly and approachable.
- Someone who is passionate about food and this new initiative and is keen to make it more successful.
- Excellent people skills especially the ability to welcome and chat to customers whilst their orders are being prepared.
- Good verbal communication skills
- Ability to cope with stressful situations in an effective and appropriate manner
- Good team working skills in a pressurised environment
- Ability to multitask from cooking, talking to customers, serving food and also taking money
- Must be able to work longer hours through peak periods such as the Great Yorkshire Show.

To apply send your CV to recruitment@yas.co.uk