

## FOOD SERVICE ASSISTANT ASHFORD

### The Role

We are offering this exciting opportunity to join the team at leading independent food & drink brand, Macknade at our all day dining and drinking experience in Ashford.

Best known for its flagship food hall in Faversham, Macknade has been at the heart of the food & drink scene in the UK for over 170 years, creating spaces where people & communities can come together over a shared love of food & drink.

The role is suitable for someone who is passionate about delivering outstanding food products and customer service to the highest standard at our new Ashford site. This role will suit a person who is looking to develop themselves further with us.

The successful candidate is expected to provide a fantastic Macknade experience for our customers across all areas of the business.

The role will include all aspects of operation for the day to day running of a successful Food and Beverage business as detailed below. There will also be a requirement to help in other areas across the Macknade Group as necessary:

- To provide outstanding service across all areas of our business, including coffee shop, deli service, retail area and Bar.
- To engage in conversation with customers throughout their journey at.
- To take a genuine interest in the food & drink that we serve and sell within our space, learning every day and sharing this knowledge with team members & customers.
- To positively engage with all work colleagues and support in any areas as required.
- To ensure all counter presentations are maintained to our high standards with frequent replenishment, taking into account stock rotations and quality control.
- To actively participate in our monthly and quarterly stock takes and inventory control.

# MACKNADE

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- To be the principle point of contact at all points of the customer journey, giving an excellent customer experience at all times.
- To actively take part in our performance management processes and to undertake appropriate training and development activities as required.
- To comply with and implement as appropriate all relevant Macknade policies and procedures.

Hours of work will vary with the job depending on where the emphasis of the role is on each day.

Holiday is pro rata with a full-time rate of 28 days.