

FOOD AND BEVERAGE ASSISTANT

Tunbridge Wells

Macknade creates spaces and experiences that bring communities together around a shared love of food & drink. Encompassing retail, hospitality, events, food service and farming, the Macknade brand has been synonymous with quality and community since 1847.

With strong roots in the garden of England and the island of Ischia in Italy, we are on a mission to bring producers, suppliers and consumers closer together in true community spirit.

This Autumn, we open our third location in Tunbridge Wells, offering a fantastic new dining experience within Hoopers flagship department store.

We are seeking people to join our team who are not only passionate about food and drink but also committed to delivering outstanding customer service.

This is a key position and you will be working closely with the General Manager, who you will report into. Preferably, you will have first-hand knowledge and an interest in working with high quality food and drinks, bringing your experience and enthusiasm to our new community in the town.

We work hard to make life at Macknade the best it can be for all our team, with great perks that include staff discounts, free lunches and best of all, the opportunity to learn, thrive & grow in your career.

The Role

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

- To provide excellent customer service whilst carrying out all table service duties, as well as opening and closing tasks.
- To engage in conversation with customers.
- 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.
- To be the principle point of contact at all points of the customer journey, giving an excellent 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.

MACKNADE

MACKNADE Ltd
Selling Road, Faversham
Kent, ME13 8XF

phone: +44 (0)1795 534497
email: enquiries@macknade.com
website: www.macknade.com