

Job Title: Bluestone Academy Trainee
Reporting to: Director of Human Resources

PRINCIPAL PURPOSE OF ROLE:

As a Bluestone Academy Trainee you will be required to work across various departments across the business as required. This will form a key part of your development within the scheme. You will also be required to undertake a formal qualification and your commitment to achieving this is essential.

KEY RESPONSIBILITIES: (the duties and tasks outlined are not intended to be exhaustive and other duties may be required from time to time):

General:

- To acknowledge and promote the Company culture
- To follow Company Health and Safety procedures at all times
- To exhibit a professional attitude at all times
- To contribute towards in-house promotions and activities.
- To promote and ensure the good reputation of Bluestone
- Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- Notify line manager as soon as possible of your inability to report to duty for all periods of absence (in accordance with the Attendance Management Procedure)
- You may be required to carry out other tasks within your Department and within other Departments which naturally fall within the reasonable expectations of the post.
- To attend work looking clean, smart and adhering to company appearance standards
- To ensure uniform is clean and crease free and name badge is worn at all times
- To attend and complete training as required
- To ensure that Environmental Health Procedures are followed and relevant paperwork has been correctly completed
- Where appropriate to promote other catering products to customers in an efficient and friendly manner, including the promotion of other activities and services available on site.

Specific:

- Across all departments you will provide a high standard of customer care, ensuring that all guests receive an excellent guest experience

Food & Beverage

- Whilst working within Food & Beverage, you will be required to take guest orders, operate the till and handle money
- Preparing, cooking and serving food and beverages to the highest possible standards
- To carry out general kitchen duties in correctly and in accordance with the

Bluestone procedures

- To ensure that front of house areas are kept immaculately clean and uncluttered at all times
- To handle cash and use an EPOS till, including handling of credit/debit cards, cheques and charge cards
- You may be required to carry out other tasks within the Catering department and within other departments, which naturally fall within reasonable expectations of the post.
- To Complete Health & Safety training and in particular Food & Hygiene
- To complete disability awareness training
- To maintain excellent product knowledge, competently answer any guest queries and be able to promote available products/activities
- Adhere to Bluestone's disposal of waste policy
- Understand and follow Bluestone's Health and Safety Policy and Emergency and Fire Procedures
- To immediately report to the Catering Supervisor, any faulty appliances, damaged furniture, equipment or any potential hazard
- Promote safe working practice

Housekeeping

- To ensure the overall cleanliness and hygiene of designated lodges is maintained to the highest standard at all times
- To follow the Bluestone housekeeping procedures and ensure that consistently high standards achieved
- You may be required to carry out other tasks within the Hospitality department and within other departments, which naturally fall within reasonable expectations of the post

Activities

- To assist as required in the full range of activities – both in indoor and outdoor - including but not limited to laser clays, Archery, Jeep Safari
- Carry out opening, closing and standard operating procedures as trained and laid out in the manuals
- Ensure equipment is cleaned as required
- Liaise with department supervisors to ensure any repairs are carried out effectively and in a timely manner
- Ensure all guests behave in an appropriate and safe manner and are given correct instruction
- Undertake Front of House duties including up selling of activities proactively
- Other related duties as directed by the Activities Management

EXPERIENCE/KNOWLEDGE / SKILLS / UNDERSTANDING:

Essential:

- A desire to work within the hospitality and leisure industry
- Commitment to work towards a recognised qualification
- Satisfactory level of general education and ability to take on new skills

**PERSONAL ATTRIBUTES /
COMPETENCIES REQUIRED FOR POST HOLDER**

- Excellent personal presentation.
- Positive “can-do” attitude.
- Willingness to accept feedback and learn from experiences
- Strong customer service skills with an awareness of your impact on the customer experience.
- Strong communication skills with customers, managers and team
- Able to work in a team
- Flexible, committed and punctual
- Able to stay calm and friendly to customers and staff whilst under pressure in a busy environment
- Keen to contribute to the development of the Bluestone offering as a whole