

# Casual Restaurant Team Member (Zero Hours)

## **HAYES BECK THEATRE**

Job Description  
Person Specification

July 2019

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[becktheatre.org.uk](http://becktheatre.org.uk)  
[hqtheatres.com](http://hqtheatres.com)

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THEATRES &  
HOSPITALITY

The UK's premier provider of  
live entertainment and hospitality

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Beck Theatre

**The Beck Theatre** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**The Beck Theatre** is a 600 seat Theatre in Hayes, West London. Since opening in the late 1970s The Beck has been proud to be a community lead venue that presents an extremely diverse programme comprising the finest local, national and international artists and companies possible.

- Employment type:** Casual
- Salary:** £8.21 per hour
- Hours:** Part time, casual hours. This is a flexible role that could fit around other commitments.  
Evening, daytime and weekend working available to suit the appointed person.  
There are no set hours or days per week. Hours would be offered for tasks or projects dependent on the needs of the venue.
- Work location:** You will be based at The Beck Theatre, Hayes and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** To provide excellent Restaurant and Customer service in all areas of food offering and retail operation
- Our ideal candidate:** A team player with a can do attitude. A self-starter able to work alone as well as part of a diverse team in a fast paced environment. Consistent and reliable, we are looking for someone who will have the patience, personality and perseverance to thrive in this role and raise the Beck's profile not only as a theatre, but as an all-day dining destination in its own right. If you are able to perform well in fast-paced environments, we'd like to meet you.

Restaurant team responsibilities include amongst others; greeting and serving customers; providing detailed information on menus; and multi-tasking in various duties including cleaning and maintaining tidiness in all Front Of House areas.

You should also be a team player and be able to effectively communicate with our Floor Supervisor and Kitchen Team in order to make sure orders are accurate and delivered promptly.

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The Restaurant Team will be required to work on a zero hour shift pattern basis and during weekends and holidays, including bespoke events such as dining events, weddings and external functions, as such adaptability and flexibility are a must.

**For an informal discussion contact:** Connor Harper  
0208 561 7506 | [charper@becktheatre.org.uk](mailto:charper@becktheatre.org.uk)  
**Closing date:** Ongoing

**How to apply:** Send your CV and a covering letter to [charper@becktheatre.org.uk](mailto:charper@becktheatre.org.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

### REPORTING

You will report directly to the Duty Manager/ Floor Supervisor.

### Main duties:

- Welcoming patrons and providing efficient, smooth table service.
- Taking customer orders and delivering food and beverages.
- Making menu recommendations, answering questions and sharing additional information with restaurant patrons.
- Responding courteously to any feedback or complaints about patrons' experience.

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- Collecting and consolidating takings ready to be signed in to the Floor Supervisor/Duty Manager.
- Making sure all areas are cleaned and maintained tidy throughout the shift.
- Any other duties reasonably requested by the Management Team.

### Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

### Benefits will include:

- Opportunity to top-up income through tips.
- Working for one of London's leading regional theatres within beautiful surroundings.
- Opportunity to be part of the Beck weekly yoga class.
- Opportunity to get discretionary tickets to selected shows.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.