



## Job Vacancy Information Pack

### Post: Wilds Bistro Team Member

**Job Reference: EX394 (please quote on application form)**

This pack contains all the information you need to know when applying for a vacancy at Yorkshire Wildlife Park, included in the sections below:

1. Important Information
  - Useful information about the recruitment process, equal opportunities, company & departmental information.
2. How to apply
  - Accepted methods of application and how to submit.
3. Application form
  - Yorkshire Wildlife Park encourages green practices. Please reduce your ecological footprint by completing the form electronically and returning via email.
4. Job Description
  - A breakdown of the vacancy and what is expected from the successful applicant.
5. Job and Person Specification
  - A list of essential and desirable criteria for the post.

## Important Information

### The Organisation

Thank you for your interest in our advertised vacancy. Since its opening in 2009, Yorkshire Wildlife Park has evolved to become the UK's number 1 on-foot safari. We feature walkthrough exhibits that take the guest directly into the world of the animals. A dynamic centre for conservation and welfare, the park currently has around 400 animals across 70 different species. We aim to provide a quality, value for money experience that excites and inspires our guests.

### Equal Opportunities

Yorkshire Wildlife Park is committed to equal opportunities in all aspects of recruitment and employment.

Job descriptions and person specifications define the qualification, experience and other skills required for the post and will only include those factors which are necessary and justifiable on objective criteria for the satisfactory performance of the job.



As part of our commitment to equal opportunities we are monitoring job applications for equality purposes. To help us in our endeavours we ask you to complete an equal opportunities monitoring form at the end of the job application form. The equal opportunities monitoring form will be detached from your application form, stored separately and used solely to provide statistics for monitoring purposes.

### **Yorkshire Wildlife Park's Mission Statement**

To create a dynamic, interactive experience and regional centre of excellence for the conservation of biodiversity globally and locally that is sustainable both for the environment and the business. To promote a wider understanding of the natural world and inspire generations to support and protect the world around them.

### **Wilds Bistro at The Yorkshire Hive**

Wilds Café-Bistro is an exciting new contemporary destination at the Yorkshire Hive. Our informal Café-Bistro with a buzzing atmosphere is open from morning till late. Delicious breakfast, lazy lunches, afternoon tea and dinner or just a coffee and cake, there is something for everyone, at any time. It offers a relaxing pause in the day for visitors to the Wildlife Park or the Hive, or a casual dining venue in the evening for an inviting atmosphere and great service, for an inspirational signature dish in the bistro, or a snack at the bar or on the sunset terrace overlooking the Park.

Wilds Café-Bistro is open to visitors to the Hive, to the Yorkshire Wildlife Park and is the main restaurant for guests at the Hex Hotel.

### **Use of Curriculum Vitae (CVs)**

Our policy is to recruit and employ our employees based on their suitability for the vacancy.

An application form allows us to compare individuals based on the same criteria and as such we do not accept a CV unless it is accompanied by a fully completed application form.

### **Shortlisting**

To ensure that the people we employ are matched to the role and our business aims, we operate a robust shortlisting procedure which involves a two-stage interview process. Candidates should ensure before they apply for a position with YWP, that as a minimum they meet the essential criteria outlined in the person specification and are available to attend interviews on the dates outlined on the job specification.

Due to the volume of applications we receive, it is our policy not to inform candidates who have not been shortlisted to interview stage. If you do not hear from us within one month of the closing date, we will have decided not to take your application any further.

### **Pre- employment Checks**

All offers of employment are made subject to the following criteria:

Proof of eligibility to work in the UK and two satisfactory references



## How to Apply

All applicants are required to fully complete the YWP application form in order to be considered for any vacancy. You should refer to the person specification when completing Section 5 of the application form as this is the criteria we use to measure you against.

Complete application forms should be returned to the HR Department by midnight of the closing date specified. Late applications will not be accepted under any circumstance.

Yorkshire Wildlife Park promotes green practices, please support us in our endeavours by completing the application form electronically and returning via email.

A CV can be used as a supportive document to the application form but cannot be used to replace any part of the application form. Applicants who have used their CV to replace parts of the application form will have their application rejected.

Complete application forms should be returned to the HR Department via email to the following email address [recruitment@yorkshirewildlifepark.com](mailto:recruitment@yorkshirewildlifepark.com)

## Application Form

The YWP application form is available to download from the vacancies page of our website in pdf and word format.



## Job Description

**Job Title:** Wilds Bistro Team Member  
**Reporting to:** Wilds Bistro Manager  
**Department:** Wilds Bistro

### Primary Responsibilities

To provide an energetic, unique and memorable experience to guests visiting Wilds Bistro.

### Key Work Objectives

- Provision of a memorable and bespoke food and beverage experience for every guest.
- Adherence to timing standards for products and services.
- Present menu items, answer questions and make suggestions regarding food and beverage choices to restaurant guests.
- Maintain up to date knowledge of the food and beverage offer.
- Provide upselling opportunities where appropriate.
- Assist in keeping the restaurant clean and safe for guests and staff.
- Provision of the responsible service of alcoholic beverages.
- Consistently maintain a professional, enthusiastic and positive approach to guest service.

### General

- Maintain the highest levels of professionalism, service and personal appearance at all times.
- To be responsible, along with other staff members, for compliance with health and safety regulations for staff and visitors.
- Undertake any other reasonable duties which may be requested of you by the management team.



## Job Specification

<b>Job Title:</b>	Wilds Bistro Team Member
<b>Reporting to:</b>	Wilds Bistro Manager
<b>Working Hours:</b>	There are both full time and part time vacancies available. Hours will be scheduled in accordance with business requirements and may include evenings, weekends and bank holidays (please indicate in Section 5 of the application form your weekly hours preference)
<b>Salary:</b>	£4.70 - £9.00 gross per hour (age dependent)
<b>Contract:</b>	Permanent
<b>Purpose of role:</b>	Facilitation of a professional and bespoke food and beverage experience.

### **Main Duties & Responsibilities:**

- The service of food and/or drink in Wilds Bistro.
- Facilitate a truly memorable experience for guests.
- Ensure that standards for presentation and service delivery are consistently maintained.

### **Candidate:**

- Previous experience in either a busy restaurant or bar would be beneficial although not essential as full training will be provided.
- Must be confident engaging with a wide range of guests to ensure an exemplary and memorable experience.
- Able to work under pressure and to a tight schedule.

**Start Date:** As soon as possible

**Closing date for applications:** Sunday 5<sup>th</sup> December 2021

**Interviews:** Dates to be confirmed



## Person Specification

**JOB TITLE: Wilds Bistro Team Member**

Assessment Criteria	Essential (E) Desirable (D)
<b>Experience</b>	
Customer facing service of food and/or beverages	D
Hospitality industry experience	D
Working with a wide range of customers/guests	D
<b>Skills/ Abilities</b>	
Excellent communicator	E
Passion for food, drink and guest service	E
Thrives in a fast paced, multi-faceted environment	E
Confident and outgoing personality with the ability to effectively communicate with people of all ages	E
<b>Knowledge</b>	
Food & beverage service	D
Basic food hygiene and health and safety awareness	D
<b>Qualifications</b>	
Food hygiene certificate	D