

Job Title: Event Team Member

Reports to: Resource Department, Hospitality Managers & General Managers

The Role

If you love being at events while working in hospitality this could be the role for you!

We seek passionate individuals who can confidently communicate with clients and team members alike.

We are in the business of creating memories, and you will play a pivotal role in helping us do this.

Key Skills/Qualifications/Experience

- Undertake mandatory licencing training using FLOW
- Ensuring that the opening and closing procedures are followed at all events, including cleaning the bar/equipment at the end of an event
- Deliver outstanding customer service and helping achieve the highest of standards in guest satisfaction
- Assist with the beverage/bar/food requirements at various events
- Adhere to the licencing requirements at all times
- Assist with drinks and food service where required
- Assist with maintaining the upkeep and condition of the bar/bar equipment
- Regularly attend staff training/events
- Assist colleagues in delivering a range of events
- Follow and enforce health and safety requirements at all time

HICKORY

Skills and Capabilities

- Passionate about food & drink
- Exceptional customer handling skills
- Committed to delivering a quality customer service
- Effective communication skills
- Ability to think on your feet
- Confidence to talk with clients and event guests
- Highly presentable
- Responsive to needs of customer and colleagues
- A team player

Hours

- You are employed on a 0 hours contract or a fixed term contract
- Shifts can be booked on Hickory's scheduling software
- The minimum shift we'll ask you to work is 4 hours

Pay

- £10.90 – Accredited Living Wage + holiday pay
- Payments are made weekly in arrears directly into your bank account
- If you drive and happy to help transport staff, you will be paid your normal hourly rate and 45p per mile for the whole journey

Location

- Must be willing to work at venues throughout Scotland. Mainly in Edinburgh and the Lothian area.

Schedule:

- Variable shift lengths
- Weekend availability

HICKORY

About Hickory

We deliver showstopping food and drink experiences in incredible venues, locations and sites across Scotland, developing lasting partnerships.

Our values are embedded in our teams, instilled in our business and vital to our customers. Rooted in respect for our people, the places we work and our planet, we are driven to deliver the very best service we can for our customers.

That's how we operate, but our real motivation for what we do is the food, drink and amazing experiences we create for our customers. Our team are always on the lookout for local, seasonal, produce that inspires them to develop innovative and exciting menus and drinks lists.

Working for Hickory, you will join an award-winning team with a focus on quality in everything we do. We're passionate about training, learning, and developing our future stars, innovation and leadership from within. We aim to promote a culture of respect throughout the food, drink and events industry and to ensure 5* service, and product quality is delivered to our customers at every touch point.

We focus on quality, and we know that to attract a quality team we must look after our own, so we have created an enhanced benefit package that's flexible to suit the needs of our team.

Hickory Company Values

- **Bold** - We make creative choices that inspire innovative opportunities for our clients, our teams and the industry. We own our choices, and they make us stand out from the crowd.
- **Genuine** - We operate with decency, we are true to our word and build authentic relationships and experiences.
- **Respect** - We treat others how we'd like to be treated ourselves. We respect our people, places and planet, and if we say we'll do it, we deliver it, exactly.
- **Partnerships** - We take time to nurture relationships, collaborating in the most creative ways to find effective methods of delivering success.
- **Excellence** - We go the extra mile to deliver on our commitment to quality work. Our training and development is second to none thanks to our all-encompassing quality system.