

Job description

Front of House Crew Member - The Sabrina Boat

We are looking for an enthusiastic and customer service focused Front of House Crew Member to join our team on a Temporary, Part/full-time basis. If you like a bit of variety and beautiful views on the water, then this role may be for you!

About us:

The Sabrina boat is a 60-seater passenger vessel on the River Severn that runs on the river loop around Shrewsbury town centre. We offer day trips with table service for drinks and live commentary.

As well as our day trips, the Sabrina Boat operates as a function venue. These ranges from our own theme nights to private parties.

About the role:

Crew members will work with the Front of house Supervisors and Managers of the Sabrina. This role is ideal for someone looking for a part time job and wishes to gain experience in the hospitality sector. The role requires a mixture of days and evenings, weekend availability is paramount. The primary expectation of the role is to provide excellent customer service whilst assisting supervisors and duty managers with all expected tasks.

Full training will be provided to the ideal candidate and performance will be regulated with ongoing development, but a positive work ethic, willingness to learn and professional confidence are great characteristics for anyone joining our team. This role can offer attractive prospects with the ability to develop in several areas. The right candidate for this role will have the opportunity to expand into assisting our office team with day trip bookings and gain admin experience. Experience, promotion, and salary increase will be offered to those who wish to earn it.

As working on a boat can provide many different challenges, that you may not have encountered before, you will take part in a full training program to provide you all the skills and knowledge needed to be successful with in the role.

Key responsibilities:

- **Customer Service:** Being polite and courteous is a must for this business. Crew members should be able to speak with confidence and establish rapport with customers whilst working to serve everyone in adequate time.
- **Bar Service:** The Sabrina has a fully stocked bar for all our day and evening cruises. Due to space and logistics, we don't do anything on draught. But spirits, wines, bottled beers, ciders and soft drinks are all available.
- **Running/Clearing/Cleaning:** Mopping the floors, cleaning the toilets, running food and drinks to tables, clearing tables of glasses or plates and cleaning glassware and crockery are all regular requirements of this role. Crew members must be able to consistently deliver a certain level of high standards with all these tasks.
- **Speed and turnaround:** Sabrina can operate at a fast pace running 6 trips a day, once an hour, 7 days a week! Crew members will need to be efficient and able to work quickly when needed.
- **Presentation:** As with any job, crew members are expected to present themselves in a clean and tidy manor for every shift. Wearing the correct uniform including a name badge as well as clean and ironed clothes that adhere to the type of shift whether it be daytime or evening (All uniforms provided by company).
- **Punctuality:** Sabrina Boat runs daytrips every hour, on the hour. Timing is everything, so turning up early and ready to work for shifts is of paramount importance for this role.

Requirements of the Front of house Crew Member:

- Experience in hospitality bar and floor service is ideal but not essential as training is provided
- Reliable, trustworthy, and flexible
- Friendly and customer service focused

Benefits of the role and joining Sabrina Tours:

- Tips will still be divided out on the day with a 10% into an office tip box.
- Monthly employee of the month

- Free drink after 6 hours of working (Single and mixer / beer / 250ml wine / soft drink)
- Free tea / coffee / squash / coke /lemonade during shift
- Snacks 50p during shift
- 1 free family ticket a season (subject to availability and booking)
- Free boat trips for daily boat trips (subject to availability).
- Free dance theme night, friends / family pay as normal.
- Discounted partnership themed cruises
- £50 off picnic boat hire

Working hours:

Sabrina Boat Operates 7 days a week from March until October running day trips and night functions.

Operating hours fall between 9am - 1am with shifts typically being for the day or for the evening.

Job Type: Part-time

Part-time hours: 10-30 per week

Salary: £6.40-£11.44 per hour