



Plas Coch Road, Wrexham. LL11 2BW

JOB DESCRIPTION AND PERSON SPECIFICATION

CENTRE ASSISTANT

Purpose

1. The role of the centre assistant is to provide a service to all customers of the Centre in respect of reception duties, preparing and serving food, serving drinks, ensuring health and safety and security procedures are followed, maintaining tidiness and cleanliness and making the experience of using the Tennis Centre an enjoyable one for all.

Specific responsibilities

2. Reception

- Answering the telephone, dealing with callers where able or passing them on to others
- Greeting personal callers
- Take bookings for individual courts or for places on courses or pay and play sessions either by telephone or in person, recording these manually or on the computer system as required
- Booking in users, taking payment and making the necessary record on the computer
- Providing information to telephone or personal callers about the Centre and the activities available and directing them to information about the Tennis Club where appropriate

3. Bar

- Serving drinks and taking payment
- Collecting glasses, wiping tables as required and keeping the bar area tidy
- Washing glasses and utensils (dishwasher)

4. Catering

- Making hot drinks
- Serving snacks e.g. crisps, chocolate bars, cold drinks
- Taking food orders and preparing food such as sandwiches, snacks and light meals



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- Taking payment for food and drinks
- Clearing tables and washing dishes
- Maintaining tidiness and cleanliness in the snack bar area

5. Other duties

- Assisting with court cleaning
- Preparing courts for major events, e.g. putting out equipment
- Administrative duties, e.g. photocopying leaflets, addressing envelopes
- More experienced staff could be asked to open up the building in the mornings and take responsibility for closing at night

Skills and qualities required

6. Personal attributes

- Good oral communication skills
- Positive attitude to customer service
- Self-motivated
- Thorough attention to detail
- Team player
- Able to take responsibility for own actions
- An interest in sport is an advantage

7. Knowledge & Skills

- Experience in a customer service role
- Experience of bar and catering work
- Experience of reception duties including answering the telephone, greeting callers
- Good IT skills
- Basic numeracy for calculating prices, operating tills etc.
- Knowledge of principles of food hygiene) training
- First Aid qualification) will be
- Knowledge of health and safety) provided

The above skills would be found in a fully trained and experienced centre assistant.

Training will be provided where necessary in the specialist areas.