

## Uprising – FOH Assistant Role Description

Uprising is a world-class bouldering, yoga and gym facility in Waltham, Christchurch. At the heart of the facility is the cafe.

- The FOH Assistant role is suited to both casual, part time employment - 24 hours/pw
- The role will be based at 199 Ferry Rd and may occasionally require some travel.

We are looking for enthusiastic, knowledgeable front of house staff. We will be calling upon your exceptional customer service to welcome customers to our facility, your climbing experience to provide safety briefings and your hard-working attitude to assist with daily tasks within the facility.

Being someone who regularly climbs, you will be able to relate to our community and strive to exceed their expectations at all times. You will also use your hard-working attitude to assist in the daily operations of our cafe. We are passionate about our coffee and food preparation and on-job training is provided.

### **Responsibilities include:**

- Providing welcoming and timely customer service
- Use of POS systems, cash handling
- Preparation of drinks (hot and cold) and some food preparation
- Undertaking daily operational tasks including cleaning and dish washing
- Maintaining the highest standards of hygiene and complying with food control plan
- Comply with security, safe operation policy and all health and safety legislation
- Check-in existing customers and induct new customers to the facility
- Use of POS systems, cash handling and gear sales
- Assist the leadership team with daily operational tasks including cleaning and maintenance
- Respond to customer inquiries and take bookings

### **Essential qualities:**

- Passion for exceptional customer service
- Proven experience in a customer facing role
- Ability to work under pressure in a calm, efficient and tidy way
- Professional appearance and friendly nature
- Willingness to assist in a wide range of daily tasks
- Available for evenings and weekend work
- Active climber with knowledge of the indoor climbing gym environment
- Experience in a fast-paced customer service role
- Ready to fit in amongst our totally rad, slightly eccentric team of staff
- Current first aid certificate
- Barista skills desirable

### **Hours and availability**

The role will include a variety of shifts between the hours of 6:45 am and 10:00 pm including weekends.

### **Remuneration**

Remuneration will be based on experience and at or above industry standards.

### **Contact:**

**Todd Whatling - Assistant Manager - Uprising Boulder Gym**

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