

Job Description

Casual Refreshment Seller

Place of work: Motorpoint Arena, Cardiff, CF10

Salary: £10 an hour
- Temporary, Zero hours

Expected start date: ASAP

Motorpoint Arena Cardiff is hiring for new casual refreshment sellers who are driven, motivated and have excellent customer service skills.

The music industry can be very fun at times but it is also a very fast-paced environment.

The role is based on roaming selling; taking the products to customers around the venue and operating small refreshments stands. The role requires you to use vocal sales techniques on an event to stand out amongst the crowd, maximising sales.

The ideal candidate will have experience in; customer service / a customer facing role, strong mental math skills, experience with cash handling, have excellent communication skills, be motivated, enthusiastic and possess strong sales techniques.

Hours

This role will require you to work during our concert events (list of shows available on our website: www.motorpointarenacardiff.co.uk/whats-on)

Refreshment Sellers are employed on a casual basis. Shifts are offered out a month in advance of events and you confirm which shift(s) you are available to work.

All shift dates are flexible and can be fitted around your lifestyle or other work.

Shift times are usually between: 5pm - 10pm approx. (Depending on the show times)

Our venue contract is zero hours (you work the events you can from our schedule, but we do expect stewards to work a reasonable amount of events to stay within employment).

Essential Criteria

- Experience in a customer facing role with a professional approach.
- Excellent verbal communication skills.
- Excellent Numeracy skills.
- Experience of handling cash and serving customers.
- Sales awareness.
- Patience and ability to remain calm during busy times.
- The ability to work casual shifts. This involves working weekends, days, nights and late evenings.
- The ability to work on own initiative and as part of a team, with a flexible, proactive, working approach.

- A proactive hands-on approach with all job activities required including stock movement, cleaning duties and set up.
- A confident individual who is committed to demonstrating outstanding customer service at all times.
- Punctuality and presentation to uniform standards.
- Ability to converse in fluent English.
- Committed to high standards.
- And of course, a passion for live music.

Desirable but not essential

- Previous manual handling experience
- Experience of checking and counting stock
- Upselling and sales awareness
- Level 1 Certificate in Skills for Retail
- Level 2 in Certificate in Retail Knowledge

Principal Accountabilities

- To provide a high standard of customer care in line with the venue policy and promoting a professional image of the venue and Live Nation at all times.
- Counting stock at the beginning of each shift.
- Checking cash float at the beginning of each shift.
- Selling confectionary during an event.
- Processing cash and card payments.
- Monitoring stock levels and calling for more stock when required, using a radio.
- Making sure that cash balances at the end of the shift.
- Preparation of refreshment trolleys and trays.
- To be familiar with the layout of the venue and available facilities, including; first aid, toilets, bars, etc. in order to assist the public with relevant information.
- Ensure familiarity with arrangements for evacuating the audience, including coded messages.
- Ensuring compliance with Health and Safety regulations.
- Occasional set up and break down of refreshments stands, including movement of stock.
- Undertake any other duties as required.

Benefits: Flexible schedule

Schedule:

Monday to Friday / Night shift / Weekend availability

Experience:

Customer service: 1 year in a customer facing role (essential)

Shift availability: Night shift (required)

To apply: Visit bit.ly/RefreshmentsMAC