

JOB DESCRIPTION – ASSISTANT CHOCOLATIER

**If you feel this is the perfect job for you send your cv and cover letter to
recruitment@continuumattractions.com**

PURPOSE OF THE JOB

Support and assist the Chocolatier in delivering a consistently high standard of chocolate making to supply York's Chocolate Story retail and other revenue streams; and ensure that the quality and exemplary standards of demonstrations delivered are maintained at all times.

KEY ACCOUNTABILITIES

- Support and deliver inductions and training of all new employees as and when required (e.g. bar making, truffle rolling, production etc.)
- Observe and report immediately any incidents, which may affect the health and safety of other team or guests of the attraction.
- Attend all training sessions and team meetings as required.
- Work towards objectives and personal development blueprint.
- Ensure that all policies and procedures are adhered to.
- Identify any suggestions for improvement to enhance the guest experience within the attraction.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- In conjunction with the Chocolatier ensure a continuous review of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.
- Deputise for the Chocolatier in their absence.
- Ensure that the presentation of the overall Chocolate facility meets the standards of an industry leading visitor attraction.
- Work in accordance with Continuum policies with particular emphasis on financial controls, health and safety and personnel practices and confidentiality.
- Be an Ambassador for York's Chocolate Story answering guest queries regarding the product and history and encourage knowledge sharing among the team.

- Produce retail lines, corporate commissions, showpieces, tasting squares, ganache fillings, and part made/filled shells and any other items as and when required ensuring stock requirements for all activities are maintained/fulfilled.
- Ensure all operations conform to legal regulations with regard to health and safety and food hygiene requirements.
- Answer guest queries regarding chocolate issues.
- Ensure that guest dietary requirements are monitored and advise guests of product ingredients to ensure that Food Safety standards are adhered to.
- Deliver and support corporate/hospitality bookings as required.
- Accountable for the delivery of departmental KPIs relating to chocolate production, guest experience and food hygiene/health and safety.
- Ensure the efficient daily set up of the work area and end of day clean down and weekly deep clean.
- Follow the protocol for ordering stock, checking the quality and quantity on receipt.
- Produce demonstration pieces and show pieces as required.
- Support planning and delivery of events, themes and products.
- In conjunction with the Chocolatier develop and deliver a range of approved own brand retail products, ensuring continuity of supply in line with par levels and as requested in line with business requirements.
- Alongside the Chocolatier develop new product ideas based on guest feedback and interaction to contribute in team meetings.
- Ensure timely stock checks and rotation are completed.
- Record operational data on required forms.
- Contribute towards meetings and future development of the attraction.
- Support relationships with our supply partners and maximise benefits from those relationships for the benefit of the Group.
- Support the on-going development of all aspects of the attraction through awareness of industry trends, competitor analysis and attraction visits.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

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