



# GOODWOOD

## The Role

The **NAAFI Wagon Assistant** will be part of the **Motor Circuit Catering team** and will report to the **NAAFI Wagon Supervisor**.

## About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

## Our Values

### The Real Thing

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Working with the NAAFI Wagon Supervisor, to ensure that excellent customer experiences are consistently delivered.

## Key responsibilities

- To create and deliver an amazing customer experience in line with the Goodwood brand standards.
- To lead by example by offering excellent levels of service and professionalism.
- To be able to cook food, work the till and serve drinks
- To ensure all areas, back and front of house, are clean and tidy at all times;
- To build and maintain good relationships with all customers and handle complaints, requests and enquiries on food, beverage and service correctly and courteously;
- Adhere to all Food Safety & Health and Safety policies;

- To undertake any other duties as requested by the NAAFI Wagon Supervisor, in accordance with the scope & responsibilities of the role.

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- Food Hygiene Level 1 or Level 2;
- Previous experience in customer facing roles and Mobile Catering Units would be desirable;
- The ability to work quickly in a busy and fast paced environment.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	2
Communication & Trust	1
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2