



Catering Team Member

Summary

We are a heritage steam railway operated by volunteers and supported by paid staff, bringing smiles to faces through the beautiful Hampshire countryside for 50 years.

You are an experienced food and beverage professional looking to make a difference in an exciting and varied role that will draw on every part of the retail mix, from motivating teams to creating glorious customer experiences. You will need to be independent and collaborative, working as part of a small paid team and a larger, dedicated volunteer base. You will have an eye for detail and a flair for training. You will be willing to get 'stuck in' with the teams, supporting them at peak times throughout the year. A background in hobby, leisure or heritage retail would be an advantage.

Job description

Purpose of the Role

Work as part of a supportive team to keep daily operations running smoothly
Provide excellent customer service with a friendly, professional approach
Maintain high standards of cleanliness, presentation, and safety
Follow company processes and procedures
Take on a variety of tasks to support the team and meet business needs

Reports

Line Manager: Food & Beverage Manager

Tasks for the Role

Work as part of a supportive team to keep daily operations running smoothly
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What We're Looking For

Reliability and a positive attitude
Good communication skills and the ability to work well in a team
Flexibility to work shifts, including evenings and weekends as required
Previous customer service experience is an advantage, but not essential — full training provided

What We Offer

£12.21 per hour, paid monthly

Training and development opportunities

Friendly and supportive working environment

Benefits Travel

Discounts in the Watercress Line catering and retail outlets

EAP

How to Apply

To apply, send your interest and experience/CV to applications@watercressline.co.uk.