



Cook School Customer Service Assistant

Cook School Scotland is a 5-star Visit Scotland tourist attraction in Kilmarnock providing customers with hands on cooking experiences with an onsite café and shop. We are looking for a part time Customer Service Assistant working 20 hours per week, including evenings and weekends.

Responsibilities:

- Manage bookings and customer queries by phone and e-mail.
- Manage customer admin and paperwork.
- Greet customers on arrival to The Cook School.
- Set up dining room and workstations in preparation for customers.
- Serve customers with food and drinks throughout classes.
- Maintain a clean, tidy and professional environment.
- Help to organise and attend internal and external events when required.

Qualifications:

- Excellent customer service skills are essential.
- 1+ years' experience in a customer facing role is essential.
- Strong communication skills.
- Strong IT skills, literate in Microsoft packages.
- Driving license with access to a vehicle is preferable due to our location.
- Experience working in food and drink, or hospitality is beneficial but not mandatory.

Benefits:

- £9 per hour.
- Company pension scheme.
- Company life assurance scheme.