

# STUDENT WORK (PLACEMENT / INTERNSHIPS)

JOBSPLUS PERMIT NUMBER: 677/2024

JOBSPLUS VACANCY NUMBER: 408853

## **Role**

To assist in the day to day running of the Esploracafe, and general Esplora Operations as directed by the Management, including the Front of House, Esplora Shop, and Explainers Team as assistants.

## **Duties**

1. To take bookings over the phone, by email or through the ESPLORA website and social media channels.
2. To assist in the delivery of excellent standards of customer service by proactively handling customer complaints and queries, responding promptly to visitor requests in a friendly manner, making sure appropriate action is taken and making public announcements.
3. To actively interact with visitors by assisting in orientation onsite and cross-selling of EsploraCafé products and services.
4. To assist in updating the on-site notice boards to reflect any changes.
5. To keep a Work Schedule and Issue Register as per ESPLORA Standard Operating Procedures.
6. To ensure that any damage or maintenance issues are logged in the Maintenance Book and reported to the EsploraCafé Administrator and Duty Manager.
7. To assist/replace the Esplora shop and Reception clerks as may be required from time to time.
8. To assist in the follow up of procedures required for Quality Assurance, Quality Control.
9. To make PA announcements and use Café Order Buzzers.
10. To assist with Administration, Ticketing, Front of house
11. To assist the team helping out in Stock take procedures and keep the Esplora Shop stocked up and assist customers accordingly, experience during purchase.
12. To assist patrons with their seating table; assist them with any information on the

menu/specialities of the day; take orders; enter the order into computers for transmittal to kitchen staff and serve any food and beverages to patrons.

13. To assist the cashier/ticketing clerk to prepare a variety of beverages such as coffee, tea and bottled drinks over the counter, and related cleaning.
14. To follow procedures required for catering Quality Assurance and Quality Control.
15. To assist in the opening and closing of the EsploraCafé when required.
16. To follow legal requirements on food safety, health, and hygiene at the ESPLORA Cafe and kitchen.
17. To provide guests with information about local areas, including giving directions. To safeguard personal health and safety and that of others and report any health and safety concerns to ensure set standards are maintained.
18. To act as a Trusted Person in liaison with ESPLORA's Child Protection Designate to follow protocol if and when the need arises.
19. To ensure proactive compliance with MCST Policies & Procedures, including child protection, risk assessments and implementing safe systems of work.

## **Requisites**

1. Certificate in Food Handling and Food Hygiene Course if requested to be obtained in the first 2 months of engagement.  
Or 2 years' relevant work experience.  
Or Able to use Microsoft applications.
2. Able to communicate in Maltese and English.
3. School Leaving Certificate or higher if applicable.  
Or ECDL and IT/Microsoft Applications

Or Experience in working directly with customers

Or Call Centre

Or Experience in Project related tasks.

## **Working Conditions**

This position is on a definite part-time, on a roster basis and with a possible requirement to work on occasional special events, in the evening/weekends/public holidays or in unscheduled or crisis situations after office hours.

- Career advancement opportunity;
- Opportunity for external training sponsorship;
- Free Gym membership;
- Parking Facility;
- Teambuilding activities.

## **How to Apply**

Interested applicants are to email their Europass CV and a copy of their academic certificates to [recruitment.xjenzamalta@gov.mt](mailto:recruitment.xjenzamalta@gov.mt)., by not later than cob: Tuesday 21<sup>st</sup> January 2025.

Late and/or incomplete applications will not be processed.

*By applying for this position, you are agreeing to the data practices for the collection, use and disclosure of your Personal Information in accordance with the MCST Privacy Policy <https://xjenzamalta.mt/privacy-policy/> .You can withdraw your consent at any time by sending us an email through [recruitment.xjenzamalta@gov.mt](mailto:recruitment.xjenzamalta@gov.mt).*