

Inveraray Castle

Seasonal Tearoom Assistant – Full/part-time March – October 2026

Job Description

Job title:	Tearoom Assistant, Fixed Term Contract
Location:	Inveraray Castle, Inveraray, Argyll
Responsible to:	Tearoom Manager and Castle Manager
Main purpose:	Ensuring an enjoyable and memorable experience for the 90,000+ visitors who come to Inveraray Castle annually. Inveraray Castle is the home of the Duke of Argyll, Chief of Clan Campbell. Assisting the Tearoom Manager and Supervisor with all aspects of the Castle Tearoom, serving castle visitors in a polite and timely manner. A well-kept appearance and a high standard of customer care skills are essential.

Main duties:

1. Use of EPOS system to efficiently take food and drink orders.
2. Handling cash and credit card sales.
3. Basic food and drink preparation and service including ensuring customer trays are filled with cakes, drinks and/or desserts, in-line with health and safety directives and organisational policy; serving food to customers; and cleaning up after the customers leave.
4. Ensuring excellent presentation of cakes, adhering to use-by date, and minimalizing waste.
5. Efficiently create excellent and consistent espresso whilst maintaining a clean and organised workstation.
6. Delivering food to customer tables, clearing tables, and other kitchen porter duties as required by Tearoom Manager and Tearoom Supervisor.
7. Maintaining exceptional customer service and customer relations whilst inspiring an environment for repeat business.
8. Reporting relevant customer comments to the Tearoom Manager or Tearoom Supervisor.
9. Maintaining a clean environment and ensuring compliance with all health and hygiene regulations.
10. Clean tearoom and kitchen at the end of the day.
11. Occasionally assisting and supporting elsewhere within the castle enterprise as required under the direction of the Visitor Experience Manager.

12. Complying with organisational policy for green tourism and recycling.
13. Dishwashing and drying as required.
14. Inventory restocking.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Skills

Essential:

- Excellent customer service skills
- Excellent communication skills
- Friendly and polite
- Timely
- Well presented
- Good team worker
- Can-do attitude
- Ability to follow instructions

Desirable:

- Experience handling cash
- Experience working in a busy environment
- Food preparation and baking skills
- Knowledge of a foreign language

Hours of Work

This is a seasonal position from March – October 2026. Applications are invited from those wishing full-time or part-time work. Full-time employees will work five days per week from 9:30am – approx. 5:00pm with a 30-minute lunch break and two 15-minute tea breaks, with one in the morning and one in the afternoon. Part-time assistants will work the same hours per day but on a reduced number of days per week.

Accommodation

Staff accommodation is available, if required and is provided subject to a Service Occupancy Agreement.

Wages

Payable fortnightly in arrears from which the normal statutory deductions are made. The gross wage will be calculated at £13.00 per hour (currently being reviewed).

Holiday Entitlement

Holiday entitlement is pro-rata in relation to the entitlement for the whole leave year. Holidays are not permitted to be taken during the months of July and August. Payment for annual and statutory holidays is at the employee's normal rate of pay.

Applications

Applications should be made by email to the Visitor Experience Manager at manager@inveraray-castle.com.