

VICTORIA TACOS

GUEST EXPERIENCE SPECIALIST

About Victoria Tacos

Victoria Tacos started off as a pop-up in the summer of 2020, bringing an international spin to tacos in Berlin. We strive to be a place that offers bold flavors and warm service within a vibrant atmosphere. Everything we do is with the intention of pushing against the status quo, taking cross-cultural inspirations to create a menu, team and space that reflects this incredibly eclectic city. We are looking for hardworking, dedicated people who always manage to keep a positive attitude. We are building a team of individuals who embrace each other's strengths and differences. Our team members are not afraid to rewrite the rules in hospitality in Berlin and bring their own unique expressions to the world of Victoria Tacos. We work hard and we work together to create an experience for our guests that keeps them excited to come back.

About the Role

As a Victoria Guest Experience Specialist, you are responsible for creating the best experience possible for our guests. You welcome them into the shop, take their orders, and make sure they leave satisfied. You've never met someone you couldn't get along with while still being unapologetically you. You are always listening to what our guests are sharing with us or asking the right questions to ensure we create the best guest experience we can.

About the Team

The Guest Experience Specialist will work as a part of the Service team. The Service team is a dynamically structured team that enables members to rotate based on their skills and strengths. This could be taking orders from guests, assembling tacos, prepping ingredients or coordinating orders with the kitchen. The Service team is responsible for quickly delivering guests food and drinks without compromising quality or a warm sense of hospitality.

Responsibilities

- + Make all guests feel welcome
- + Be responsible for accurately taking guests' orders
- + Communicate exciting aspects of Victoria Tacos' menu and company values
- + Communicate and kindly enforce COVID safety protocols with guests
- + Maintain a clean and orderly station
- + Help with light food prep and packing needs from kitchen + Cultivate and maintain a safe, non-discriminatory environment for colleagues and guests.

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About You:

- + Strong written and verbal communication skills
- + Ability to connect with people and be hospitable
- + German & English Required. Spanish (plus)
- + Strong Attention to Detail
- + High critical thinking and problem solving skills
- + Demonstration of consistent jobs work ethic
- + Comfortable working with technology and troubleshooting various digital tools
- + Previous experience working as host, server or cashier in a restaurant or store (plus)
- + Deep passion for food, culture & travel
- + Physical ability to lift 25 kg and stand for long periods of time
- + Ability to use basic kitchen appliances and tools (with proper training)

Company Offering:

- + Full or part-time position with competitive wage
- + Positive, fun, and social working environment
- + Work on an international team
- + Lots of tacos
- + Young restaurant team with opportunities to grow

TO APPLY, PLEASE SEND YOUR CV AND A SHORT DESCRIPTION ABOUT YOURSELF TO:

hi@victoriatacos.com

In the subject line, you should include your full name and the position for which you'd like to apply.

**"SERVING TACOS
IN INTERESTING TIMES"**