

Job Description

Job Title	Café Assistant
Department	Commercial
Reporting to	Café Supervisor

Summary

The Café Assistant will deliver consistently high standards of customer service to all visitors to the Café. The Café Assistant will assist in all aspects of the Café operation.

Job Role

Key Duties:

- Serve customers with excellent customer service; promptly, courteously and with a smile
- Provide Barista style service of hot and cold drinks
- Take customer orders and serve food at the counter
- Take payments from customers ensuring accurate cash handling skills
- Assist with basic food preparation, as directed by the Café Supervisor
- Ensure that the presentation of the food counter display is maintained to a high standard throughout the day
- Clear and clean tables of crockery and cutlery
- Assist with dishwashing duties; ensure that adequate supplies of utensils, crockery and cutlery are maintained
- Polish cutlery and glasses when required
- Maintain a clean and tidy environment at all times in the Café and preparation areas
- Count and log laundry items ready for collection; when returned, count and put away

Events:

- Prepare all silverware, glassware and linen for the event, including the setting up of tables and bar, if required, in the function room
- Check customer's identification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages
- Serve food at the event, checking that customers are enjoying their meals and take action to correct any problems
- Clear and clean tables, returning used crockery and cutlery to the kitchen for cleaning
- Clean and clear function room, returning tables to store room/café

General:

- Carry out all duties in compliance with Food Hygiene and Health and Safety legislation
- Carry out any other tasks that may be assigned to you in line with this role

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Excellent communication skills to interact confidently with visitors
- Conscientious, enthusiastic and motivated
- Ability to work as a member of a team, and to use your own initiative
- Flexible and reliable
- Cash handling skills
- An awareness of food hygiene and health and safety practices
- A willingness to undertake any training necessary

Desirable

- Level 2 Food Safety in Catering Certificate (training will be provided to achieve this qualification)
- Basic food preparation skills, although training will be provided
- Prior barista or coffee experience encouraged but not essential

Hours and salary

- Permanent part-time post – 15 hours per week
- Hours to be worked over three days, 5 hours per day
- The hourly rate will be £6.70 or the National Living Wage £7.20 if applicable
- Weekend, Bank Holiday and evening working will be required