

## Job Description

**Job Title**            **Café and Events 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

### *Cafe:*

- 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 if required)
- Barista experience desirable but not essential as training will be provided