

Job Description

Job Title **Café Assistant (casual)**

Department **Commercial**

Reporting to **Café Supervisor**

Summary

The Café Assistant will deliver consistently high standards of customer service, assisting in all aspects of the Café operation.

Job Role

Café:

- Serve visitors 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/Assistant Supervisor
- Ensure that the presentation of the food counter display is stocked and maintained to a high standard throughout the day
- Clear and clean tables of crockery and cutlery promptly
- 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

Competencies

Essential

- Previous experience of working in a busy catering or food and beverage environment
- Excellent communication skills to interact confidently with customers
- 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

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