

Job Description

Job Title **Café Assistant**

Department **Visitor Experience**

Reporting to **Head of Visitor Experience**

Summary

The Café Assistant will deliver consistently high standards of customer service to visitors to our Waterside Cafe. They prepare the Café and counters for opening of service and clear at the end of the day.

Job Role

Café:

- Serve visitors with excellent customer service; promptly, courteously and with a smile
- Prepare the Café and counter at the start of the day, ready for opening at 10.30am
- Ensure the presentation of the food counter display is stocked and maintained to a high standard through the day
- Serve Barista style drinks and refreshments
- Serve customers efficiently with food and drink orders, taking payment (contactless)
- Keep all areas tidy and clean including table clearing, removing dirty cups and waste; thoroughly cleaning tables after use
- Carry out dishwashing duties for kitchen preparation cutlery and utensils as and when required
- Clean and close the Café and counter at the end of the day after the Café closes at 4.30pm
- Prepare a handover note for the Café Supervisor, listing those items which need to be ordered
- Handle customer complaints in the first instance and feedback to the Café Supervisor and Head of Visitor Experience
- Work within established guidelines and operating procedures
- Ensure compliance with all food hygiene, legislation, allergen and Health and Safety procedures.

General duties:

- Carry out evacuation responsibilities in an emergency situation
- Keep up-to-date with current Museum exhibitions in order to assist visitors
- Keep up to date and adhere to Covid-19 health and safety procedures
- Maintain excellent standards of personal appearance
- 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 customers
- Conscientious, enthusiastic and motivated
- Willing to work under own initiative and able to multitask
- Well organised
- Knowledge of till operation
- Excellent standards of personal presentation, smart appearance and articulate

Desirable

- Trained Barista or previous catering experience advantageous
- An awareness of food hygiene and health and safety practices
- Level 2 Food Hygiene qualification

Hours

- Various shifts
- Monday-Sunday (seven day operation)

Hourly rate

£8.91 per hour, 23 and over

£8.36 per hour under 23