

Beacon Arts Centre

Job Description

POST	Part Time Café Assistant
HOURS	20 hours per week
SALARY	Living Wage Foundation hourly rate (currently £9.00)
REPORTS TO:	Operations Manager
DATE:	Available from March 2020

JOB PURPOSE:

To provide exceptional customer care and actively promote all products to maximise sales.
To adhere to all Company and Licensing regulations and ensure the safety and care of all customers and staff.

KEY DUTIES:

- To provide outstanding hospitality to all users of the café and venue, serving customers promptly, courteously and with a smile.
- To be an active, outgoing and supportive team member, contributing in a constructive manner and treating all team members and customers with fairness and courtesy.
- To fully comply with all Health and Safety and Food Hygiene regulations at all times.
- Ensure that food and drink served to customers is of a consistently high standard and is well presented.
- To develop knowledge of products and share that knowledge with customers and other team members in a confident manner.

- To maintain a clean and tidy environment at all times in the café and preparation areas including washing up.
- To assist in the set-up, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required.
- To answer the phone, taking orders, booking and enquires.
- To assist the Café Supervisor with the preparation of food and customer orders.
- To ensure all security and cash handling procedures are followed and to ensure all stock and stock areas are kept secure.
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider for the local community and beyond.
- Act within our stated values and comply with our policies and procedures.
- Represent the organisation in a positive manner.
- A flexible approach is required for this role, as additional duties commensurate with the role may occur from time to time

1. OTHER DUTIES

- Engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation and the company's health and safety policy.
- Carry out any other duties that may be requested by the line manager or as dictated by the programme of events.

Beacon Arts Centre
Person Specification
Part Time Café Assistant

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training	Experience of food & drink preparation	Previous work experience in the theatre or events sector Knowledge of Health & Safety/Hygiene regulations Food & Hygiene Certificate Level 2	Application Certificates
Skills, Knowledge & Competencies	Excellent customer service standards		Application Certificates Interview
Other	Excellent communication skills Team player Smart appearance		Interview