# 

# JOB

## OUTLINE

|  |  |  |  |
| --- | --- | --- | --- |
| **Directorate: Communities and Environment** | | **Section: Avenham Pavilion cafe** | |
| **Post No: ENPS01040** | **Designation:**  **Casual Cafe Assistant** | | **Grade: FLW £12 an hour** |
| **Purpose of Job:**   * Offer customers the highest standards of customer service and care * Serve customers efficiently with food and drink orders and take payments * Assist in preparation of cafe and counters before, during and at the end of service * Must be able to work Monday – Sunday daytimes | | | |
| **Main Duties/Responsibilities:**   * To demonstrate the highest standards of customer welcome and care when assisting customers at the counter and delivering orders to tables * To serve hot and cold beverages, cakes and other food items * To give advice and guidance on products selection to customers to ensure a positive and safe experience * To assist with ordering supplies, locally sourced where possible * Reporting stock levels to the Café Manager * Checking that orders have been correctly delivered forwarding the order sheets to the Café Manager for payment * To be able to operate a till and handle cash * To assist in the maintenance of the computer databases using Word, Excel, Total Control and other systems. * To manage queues and meet customer expectations * To keep all areas tidy and clean including table clearing, removing dirties and waste * To manage stock rotation * To always work within established guidelines and operating procedures * Ensure compliance with all legislation, H&S and food hygiene   **Skills required for the Job:**   * Have a friendly and engaging personality, be a good communicator and able to work under pressure * Be comfortable working with members of the public, able to initiate conversations and provide a sincere welcome * You need to be willing to learn, take instruction and work under own initiative, supporting other team members * Assistants are on their feet for most of the day and will be required to lift and carry trays and crockery, restocking shelves etc.   **NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality and all employees must be aware of that duty and work to the Council’s equality standards.** | | | |
| |  | | --- | | In addition, other duties at the same level of responsibility may be allocated at any time.  Date Produced: June 2019 | | | | |