#

# 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 |

  |