



## Job Description

<b>Job Title</b>	Café Assistant
<b>Reports to</b>	Departmental Line Manager / Duty Manager(s)
<b>Qualifications</b>	<p>Level 2 Food Hygiene (Essential)</p> <p>NVQ customer service or equivalent (Desirable)</p> <p>Accredited catering qualification (Desirable)</p> <p>Catering experience (Desirable)</p>
<b>Job Purpose</b>	<p>To provide a high-quality food and beverage service to Centre users and staff, delivering a welcoming customer-focussed environment</p> <p>Maintain high standards of cleanliness, hygiene and presentation</p>
<b>Principal Accountabilities</b>	<p>To prepare and serve food and beverages in accordance with food safety and hygiene regulations</p> <p>To ensure consistently high quality of food, beverages and service</p> <p>To maintain cleanliness of all cafe areas, including kitchen/prep areas, service counters, equipment, tables/chairs, and floors.</p> <p>To place orders for food and other stock, ensuring that levels are sufficient to meet demand</p> <p>To ensure stock is stored securely and under appropriate conditions</p> <p>To process card and cash transactions using electronic point of sale, ensuring payments are processed accurately and responsibly</p> <p>To maintain a cash float during each shift and process an end of shift cash-report</p> <p>To maintain the highest standards of customer service, creating a friendly and approachable atmosphere for all customers</p> <p>To liaise with the Line Manager to ensure that faulty equipment is</p>

reported as required

To work as part of special events as requested to ensure the highest standards of hospitality for all special event/conference catering

To communicate effectively with other team members

To build and be part of a successful and well-motivated team

To attend quarterly staff training sessions and/or meetings

To act in accordance with Health and Safety guidelines and Normal Operational Plans

To be of smart appearance at all times in the appropriate Carn Brea uniform and maintain good personal hygiene

To uphold and maintain company policies and standards at all times

Various general housekeeping duties as needed

According to the needs of the Centre to carry out other unspecified tasks commensurate with capability, experience and job title

JOB HOLDER

Name (print) .....

Signature ..... Date .....

LINE MANAGER

Name (print) .....

Signature ..... Date .....