

THE PICKAQUOY CENTRE

POST OF FRONT OF HOUSE CAFE STAFF

JOB DESCRIPTION

HOURLY RATE:	£5.10 (ages 14 - 16) £5.61 (at age 17) £8.01 (at age 18+)
NO. OF HOURS:	As and when required
DATE PREPARED:	August 2018
RESPONSIBLE TO:	Hospitality and Events Manager
RESPONSIBLE FOR:	Not applicable

PRINCIPAL FUNCTIONS: Overview
Your role will be to act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic member of the team who thrives in a fast paced and changing environment.

You will be expected to undertake all café front of house duties in an efficient manner, in order to exceed customers' expectations. You must be confident to deal with a variety of customers ensuring you maximise sales whilst working in a busy environment. Providing excellent customer service is paramount.

Main Duties:

1. To prepare all café menu items using standard facility equipment ensuring quality and efficiency in customer satisfaction
2. To assume responsibility for quality of products prepared and served
3. To welcome all customer user groups and apply up to date knowledge of all products and services
4. To provide outstanding levels of customer service at all times
5. To have the ability to encourage secondary spend sales and actively promote all services
6. To have the ability to accurately handle cash whilst working under pressure
7. To be meticulous in your personal presentation
8. To take responsibility for ensuring that your work area is kept to a high level of presentation, ensuring cleanliness and hygiene standards are upheld
9. To ensure the neatness, cleanliness and orderliness of the facility by sweeping, mopping, stocking shelves and removing rubbish

10. To maintain the cleanliness of the café to meet or exceed Health Department standards for cleanliness, food handling and sanitation
11. To exhibit and ensure proper hygiene and sanitary habits
12. To receive delivered food stocks and supplies, verifying receipt of ordered items
13. To monitor stocks of ingredients and food items and assist with the preparation of the inventory supply orders
14. To ensure all stocks are correctly labelled, stored and the rotation process is adhered to
15. To regularly perform temperature checks and report any variances to the appropriate personnel
16. To properly maintain and use all equipment as per manufacturers and Pickaquoy specification
17. To provide assistance to other employees to contribute to the best overall operation of the café
18. To assist in the smooth running of the daily operations of the Centre ensuring that all tasks are undertaken in respect of Health and Safety requirements at all times
19. To assist with emergency procedures ensuring the safety of staff and public
20. To undertake any other duties as the management team may require
21. The post holder may be required to work at other sites operated by The Pickaquoy Centre Trust

PERSON SPECIFICATION

Attributes	Essential	Desirable
Professional / Educational Qualifications – <ul style="list-style-type: none"> • To hold a Food Hygiene Certificate • To hold World Host certificate 		 ✓ ✓
Relevant work / other experience – <ul style="list-style-type: none"> • To have experience of working in a restaurant or kitchen environment 		✓
Skills and Abilities – <ul style="list-style-type: none"> • To have a good level of numeracy skills and experience of cash handling. • To be able to reach, bend and frequently lift up to 16kg • To be able to work in a standing position for long periods of time • To be able to see clearly (with or without glasses) to read, interpret and understand recipes, menus, food orders, delivery notes etc. 	 ✓ ✓ ✓ ✓	
Personal Qualities – <ul style="list-style-type: none"> • To have the ability and understanding to deliver outstanding customer service 	✓	

<ul style="list-style-type: none">• To be able to communicate clearly with customers and colleagues whilst displaying an enthusiastic personality• To demonstrate ability and commitment to be an effective team member within a small, dynamic and innovative team	✓ ✓	
Additional Job Requirements – <ul style="list-style-type: none">• To be available to work on a rota system which will include early mornings, late finishes and weekends	✓	