

## Café Bar Assistant

**Job Description**

Post Title: Café Bar Assistant, Long Barn Catering

Hours: Varied hours Monday – Sunday. 42.5 hours a week inclusive of unpaid 30 minute breaks (40 working hours)

Salary: £23,796

Base: Norden Farm Centre for the Arts

Reporting to: Catering Manager

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| **Job Summary** |

To provide a quality, welcoming Café Bar service at our vibrant arts centre, meeting customer orders accurately from our tariff with a high level of efficiency and customer service.

Many shifts are evenings or weekends.

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| **Job Responsibilities** |

1. To ensure bar is correctly set out, that the Café bar seating area and counters are clean and tidy and that it is fully supplied throughout your shift: to ensure your area is clean at the end of a session.
2. To have a complete knowledge of all tariff items and how they are dispersed and served. (training will be given on any area that is identified)
3. To be fully aware of and work to the Company’s established service procedure. To greet customers in a smiling friendly manner and maintain cordial relationships at all times.
4. To ensure all customers are served with the highest levels of customer service. possible.
5. To always work safely and in a manner which is without risk to others.
6. To work as a member of the team in your work area providing help and assistance as required. To communicate at all times with members of your team in your work area.
7. To carefully and accurately take card payments.
8. To maintain a good understanding of the programme at NFCT and provide information about it to customers.
9. To conform fully to Company policy for tips from customers (note - staff are not allowed to take personal money to their work station).
10. To be aware of and ensure adherence to the British Licensing Laws.
11. To refer any customer complaint to management without delay.
12. To report any accident and defect or damage to equipment and premises to management immediately.
13. To maintain the highest standards of personal cleanliness and hygiene at all times.

Please note the above list is not exhaustive - in addition to these duties and responsibilities the Café Bar Assistant is required to carry out any other reasonable duties that may be required from time to time.

## Person Specification

**Essential**

Candidates must be able to demonstrate:

* Experience in a similar role or transferrable skills
* Delivery of high quality customer service
* Cash Handling experience
* A cheery, can-do approach to working life
* Strong communication skills
* Attention to detail
* Experience/ ability in working alone, remaining self-motivated
* Problem solving abilities
* Good team working skills

**Desirable**

* An interest in the Arts