

**in-work enterprises ltd**

**Job Description**

**JOB DETAILS**

**SECTION 1:**

**Job Title: Café Assistant**

**Location: Broomhill Gardens & Community Hub**

**Post Holder:**

**Responsible to: Café Supervisor**

**JOB PURPOSE**

**SECTION 2:**

The post holder will be required to assist and support the Café Supervisor in the successful operation of the café & “Food to Go” service.Provide a consistent positive customer experience. Assist the café supervisor in training and supervising trainees, volunteers and work experience participants in barista, food preparation and customer service skills.

**PRINCIPAL DUTIES AND KEY AREAS OF RESPONSIBILITY**

**SECTION 3:**

**The post holder will assume responsibility for the following:**

Consistently provide a café service that exceeds customer expectation.

Prepare and serve hot and cold fresh food by following set recipes and procedures.

To assist in the preparation of food orders when required.

Serve and sell food to customers in a courteous manner.

Be able to advise and offer suitable products to customers who have specific dietary requirements/allergies.

Ensure all displays, counters and café furniture is clean, tidy and hygienic.

Undertake cleaning duties to include general cleaning of front of house

areas and all dining areas & equipment.

Thorough cleaning of food preparation area, storage areas and equipment to food hygiene and health and safety regulations standards.

Follow setting up and closing down procedures

Clear tables and clean in preparation for next customer.

Restock shelves, food displays and cupboards as necessary

Assist in the unpacking of deliveries and ensuring full stock rotation is maintained.

Assist the Café Supervisor in the training of trainees, volunteers and work experience participants.

Ensure that all tasks are carried out in a manner appropriate to the aims, objectives and policies of the company and social enterprise principles and business model.

Report potential safety hazards to line manager

Follow the company accident reporting procedure

Assist at functions (on-site and off-site)

Cash handling using POS system

Able to work evenings and weekends when required.

**PERSON SPECIFICATION**

Previous experience within a busy cafe/coffee shop setting desirable

Good organisational and multi-tasking skills

Passion and enthusiasm for good food and drink

Ability to work effectively as part of a team

A positive and flexible approach to work and working hours

Ability to remain calm under pressure

A good knowledge of relevant Health and Safety & Environmental Health regulations and practices specific to the service delivery environment.

Ability to impart skills, knowledge to trainees and volunteers in a manner conducive to positive learning.

A commitment to, and experience of delivering customer care through a quality service

**RELATIONSHIPS**

**SECTION 4:**

Café Supervisor, fellow café staff, trainees, volunteers, customers, members of the public and suppliers**.**