

## Job Description

<b>Date:</b>	February 2019
<b>Job title:</b>	Cafe Assistant
<b>Reporting to:</b>	Catering Manager
<b>Salary</b>	£7.00 - £9.00 per hour depending on experience.
<b>Shift details</b>	Predominantly 8am - 5pm Friday-Sunday shifts but also occasional week day. Varies according to seasonal demand and a day of week.
<b>Holidays</b>	Pro rata based on 28 days per annum FTE based on a standard 45 hour week.
<b>Start Date</b>	Immediately

<b>Objective:</b>	<p>Copeland Enterprises Ltd is the food and beverage arm for Beckenham Place Mansion.</p> <p>You will be responsible for assisting the smooth operation of service at Beckenham Place Mansion Cafe, as well as occasional private events within the Mansion.</p> <p>The cafe is a busy, predominantly takeaway, dog-friendly cafe, striving to deliver superlative seasonal and affordable food and drink for a wide range of visitors, as well as resident artists, educators, wellbeing studio, record shop and staff.</p> <p>Working under the Catering Managers, you will be tasked with taking orders from the public, serving food and drink, help with stock management, some food preparation/kitchen assistance and cashing up at close.</p>
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>● Serve customers efficiently with food and drink orders and take payments.</li> <li>● Assist in preparation of cafe and counters before, during and at the end of service.</li> <li>● Offer customers amazing standards of customer service and care.</li> <li>● Kitchen assistance, such as cleaning and basic food preparation.</li> </ul>
<b>Individuals you will be working with</b>	Catering Manager, Cafe Assistants, Mansion Manager and Mansion Supervisors.

<b>Person specification and Key Skills:</b>	<ul style="list-style-type: none"><li>● Having a friendly and engaging personality, a good communicator, able to work under pressure.</li><li>● Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy providing good service.</li><li>● Need to be willing to learn, take instruction and work under own initiative, supporting other team members and able to multitask.</li><li>● Assistants will be on their feet for most of the day and may be required to lift and carry trays and crockery, restocking shelves etc.</li><li>● You should have a comprehensive understanding of the menu and have a keen interest in local food and drink.</li><li>● An effective, well organised and efficient team player with a strong sense of discipline and urgency.</li><li>● Knowledge of till operation (Izettle) and cash handling.</li><li>● Excellent standards of personal presentation smart appearance and articulate.</li><li>● Food Hygiene training / qualifications desirable.</li><li>● Trained Barista or with previous catering experience advantageous.</li></ul>
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