

Job Profile
Café Assistant

Job Purpose: As part of the Baltic Kitchen team, ensure Baltic Kitchen is maintained and operated to a high standard, and including serving customers, preparation of meals and beverages, cash handling, stock management and providing the highest level of customer service at all times.

Key Outputs and Accountabilities

- Assisting with the preparation of and the serving of all meals and beverages to customers, ensuring great customer service at all times
- Using the EPOS till, serve customers and cash up at the end of service.
- Check stock levels and replenish when necessary.
- Ensure good knowledge of products on sale and on special offer.
- Ensure the café/restaurant is presented to a high standard throughout the day and carry out a thorough cleaning at the end of the day.
- Ensuring that the kitchen and service areas are clean and tidy, assisting with waste removal and washing up.
- Ensuring health and safety regulations are followed.
- Completing any administration as requested including food temperatures, wastage and cleaning schedules.
- Assisting in the effective management of stock and portion control
- To raise any issues or customer suggestions and complaints to the Catering Manager
- Assist with the ordering and deliveries as required.

Person Specification

Essential

- Excellent communication skills
- Excellent customer service skills
- Good levels of literacy and numeracy

Desirable

- Experience in the catering industry
- Basic knowledge of food hygiene and Health & Safety

Full training will be provided

Reports to: Events & Café Executive Manager

Direct reports: None

Pay Band: F