

# Job Outline

**Job Title:**

Casual Café Assistant

**Basis:**

Casual

**Salary:**

Grade 9

**Base:**

Bryngarw Park Cafe

**Accountable to:**

Food and Beverage Manager

**Accountable for:**

N/A

**Your Role:**

Are you organised, efficient, and friendly and do you enjoy providing excellent customer service, if so, we would love to hear from you.

You will be responsible for cultivating a friendly relationship with customers while ensuring that they receive prompt service of our delicious food and beverage offer.

Interacting with customers is a key part of the job, and to be a success you'll need to be helpful and courteous with a 'can-do' approach, have an engaging personality, enjoy working as part of a fun team and have the commitment to customer satisfaction and service excellence.

This is very much a 'hands on' position where you will be required to maintain high standards of customer care and cleanliness and working as a team, you will be instrumental in ensuring our Café's thrive and become a place for all to meet and enjoy.

## In this role, you will:

- Demonstrate the highest standards of customer welcome and care when assisting customers at the counter and delivering orders to tables
- Personalise your service to each customer, anticipate customer needs, and build rapport to make every customer feel their needs are met
- Ensure all beverages get to the customers in a timely manner, this includes running drinks to the tables –while being constantly aware of guests needs and being able to respond to them accordingly
- Provide quality beverages and food item/products, consistently for all customers by adhering to all recipe and presentation standards
- Ensuring that food preparation stock levels are maintained
- Be alert, positive and provide a timely service to customers, where knowledge and expertise on food, beverages and allergens means customers always have the best level of service
- Give advice, guidance and recommendations on products and menu selection to customer to ensure a positive experience and repeat business
- Be confident and collaborative with a can-do attitude, always striving for continuous improvement and always working in the best interest of the team.
- Be pro-active and always ensure a clean, hygienic and high standard of working environment
- Lead by example, respect other and be committed to delivering the highest level of coffee and beverages to make our customers want to return for more.
- To deal with customer complaints appropriately aiming to solve issues at the first point of contact.

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## General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Comply with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Uphold and integrate our purpose and values in all that you do.
- Contribute to our environmental sustainability goals.
- Drive change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

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# Person Specification

## The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Pride in your work always aiming to provide the highest of standards and continually striving to improve and develop. (E)
- Leads by example is well presented, professional and has a can-do attitude (E)
- Friendly, and approachable, enjoys working as part of a team and sharing best practice. (E)
- Commitment to personal development. (E)
- You will welcome and embrace change with a positive attitude. (E)
- Passion for excellent customer service with a keen interest in food. (E)
- Adaptable and flexible to meet demands. (E)
- Enjoys making a person rapport with customers.
- Demonstrates a proactive and positive attitude whilst embedding Awen's values throughout.
- Contributes ideas and solutions and able to apply them in order to improve. (E)

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# Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**):

- Excellent time management and organisational skills to ensure food is served on time and a great customer experience is achieved **(E)**
- The ability to think on your feet and make effective decisions whilst working under pressure **(E)**
- Excellent communication skills including active listening **(E)**
- Knowledge of safe working and food hygiene practices **(E)**
- Basic Food Hygiene Qualification
- NVQ in Customer Service or be able to demonstrate similar through experience
- Experience of working alone and as a team to achieve high standards of service and set standards
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Ability to speak Welsh
- Trained barista or with previous catering experience

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