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**JOB DESCRIPTION**

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| **Post Title:** | **Café Assistant** |
| **Reports to:** | Café Manager |
| **Purpose of the post:** | The post holder will provide and excellent level of customer service and deliver good quality food and beverages to all customers. |

**Organisation Position**

Head of Hospitality

Catering Manager

Café Manager

**Post holder**

**Duties and Responsibilities**

* To Provide excellent customer service at all times.
* To deliver well-presented food and beverages to customers.
* To take customer orders
* To be confident in the handling of cash and card payments
* To be able to clear tables and keep the surrounding areas clean and tidy
* To prepare takeaway orders
* To keep all work stations, clean and follow the hygiene procedures
* To support onsite events
* To replenish stock where needed
* To make barista quality coffees and drinks (training provided)
* To have a flexible approach to working including providing cover in the internal kitchen.
* To assist in the opening and closing procedures of the café
* To work in accordance with the Hospice’s Health & Safety at Work Policy.
* Ensure all accidents are reported and recorded and the necessary action taken.
* When on shift ensure all records are maintained as required for the cafe, i.e. stock takes, hazard analyses, audits, temperature control sheets, cleaning records.
* Support the initiation and implementation of improvements of the catering service on an on-going basis.
* At all times to act as ambassador for Severn Hospice to patients, relatives, to colleagues and members of the public.
* To Complete the Daily cash up and reconciliation when needed
* To carry out other duties as agreed between the post holder and the café supervisor
* To attend staff meetings and actively take part in team building exercises.
* Promote and incorporate equality and diversity in all aspects of the team’s operations and in the public domain

**Education, Professional Development and Training**

* Full training on allergens
* Complete food hygiene course level 2
* Complete Mandatory training as required
* Participate in formal and non-formal training sessions and staff meetings
* Partake in the annual appraisal process

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible.

**Health and Safety**

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

**Appraisal**

Employees are required to participate in the Hospice’s appraisal process as required.

**Supplementary Information and Requirements**

All new Hospice employees are on a 6-month probationary period (excluding bank)

Last updated Aug 2021 (BR/KB)

**Person Specification Café Assistant/Barista**

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| **Qualifications / Training** | **Essential** | **Desirable** |
| **Level of education necessary**  **Professional and post basic qualifications**  **Specialised training required for post** | Good Literacy skills | Qualification/experience in catering or food preparation/ Hospitality |
| **Experience** | Demonstration of good communication skills | catering experience  Previous experience of working in a café or retail environment  Barista trained |
| Skills & Knowledge **Range and level of skills**  **Depth and extent of knowledge required** | To be able to prepare light meals and to meet EHO requirements  Ability to communicate clearly  Clear passion for working in hospitality environment  Appreciation of customer service | To be able to prepare light meals and to meet EHO requirements  A good level of understanding of food hygiene |
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| Aptitudes & Attributes Required | Team player  Enthusiastic  Good sense of humour  To be positive  To be self-aware and intuitive with others.  The ability to be able to receive constructive criticism |  |
| Other Requirements | Prepared to work flexibly  Willingness to undergo further training as required |  |