

Role Description

Role Title: Café Bar Assistant

Location: Octagon Theatre and Westlands Entertainment Venue, Yeovil

Job Family: Customer Focussed

Hours of Work: Casual, as and when required

Reports to: Catering Supervisor / Front of House Manager

Supervisory Responsibilities: None

Grade: £8.67 per hour plus holiday pay

Allowances: None

Main purpose

The Catering Team is responsible for providing a superior catering service to all our customers at Westlands Entertainment Venue and The Octagon Theatre.

This includes the supply of the following services:

- Provision of hot, cold and alcoholic drinks together with snacks from venue bars and service counters
- Restaurant and pre-show dining at our venues
- All day café bar service including the provision of hot food at Westlands
- Conference, meeting and function catering
- Full banquet service for up to 360 diners

This section supports the delivery of excellent customer service, enhancing the customer experience and reputation of the venues whilst contributing financially to the operation of the service.

Key tasks

Key Responsibilities

To assist in the preparation of the bar and catering facilities to ensure the effective and efficient delivery of all food and drink services. To serve customers whilst providing the highest standards of customer care and ensuring that hygiene regulations and licensing laws are complied with.

Core Tasks

- To prepare the work area and equipment for service, including the counting and checking of till floats if required.
- To present a welcoming and friendly approach to customers and their requests at all times, striving to exceed expectations. This will include showing customers to tables, preparing drinks, taking orders, serving food, serving and clearing tables, and dealing with any other customer requirements.

- To ensure compliance with Licensing Laws and Weights and Measures Regulations at all times.
- To re-stock bar and service areas as required.
- To maintain bar and service areas (both inside and outside) so they are kept clean, tidy and welcoming for customers.
- To clear, wash and store all glassware and crockery appropriately.
- To clean down and maintain all equipment appropriately at the end of the day/shift.
- To ensure you are familiar with the correct operation of all equipment that may be used on the bars and service points.
- To dispose of waste appropriately, including the separation of waste types for efficient recycling wherever possible.
- To maintain and look after any supplied uniform and any other council property, adhering to required uniform standards.
- To assist with the induction and training of new team members as requested.
- To refer any serious complaints or complaints that cannot readily be resolved to the Catering Supervisor or Duty Manager.
- To proactively promote products and items to maximise sales opportunities.
- Undertake additional duties commensurate with the role that may reasonably be required.

Health, Safety & Hygiene

- To maintain high standards of personal hygiene that are required for working in a food handling environment at all times.
- Comply with all relevant health and safety procedures, licensing conditions, council policy and other applicable legislation, reporting any problems or concerns immediately to the Front of House Manager.

Finance & Stock Control

- To process all orders, sales and payments accurately and efficiently using the bar EPOS system and in accordance with policy.
- To ensure appropriate stock rotation and to minimise waste wherever possible. All wastage must be recorded in the ullage/wastage book.
- To cash up tills following council procedure when requested by the Duty Manager.

This Role Profile is not a definitive statement of your contractual obligations and could be subject to change.

Key Results

- Efficient and timely service of customers
- Clean, tidy and welcoming environment
- Availability of food and beverage goods and services
- Positive customer feedback

Additional Notes

- Aspects of this role may require the serving and authorisation of alcohol to customers. To undertake this aspect, the post holder must be 18 years or over. If a post holder is under 18 years, then they will not be involved in the sale or authorisation of alcohol purchases.
- The post holder will be required to work anti-social hours, including evenings, weekends and bank holidays.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Numerate and literate to GCSE level or equivalent	
	Hospitality qualification
	City & Guilds Basic Food Hygiene Level 2 (or equivalent)
	Customer care qualification

Experience and personal qualities

Essential	Desirable
	Experience of working in a busy bar or hospitality environment
	Experience of working in a customer focussed environment
Positive, enthusiastic and approachable	
Honest & Reliable	
Smart appearance	
Good team worker	
Good communicator	
Passion for delivering to plan	
	Able to understand the needs of others

Key Skills

Essential	Desirable
Ability to work on own initiative	
Ability to work under pressure	
Ability to communicate effectively	
Good prioritisation and time management skills with the ability to work to deadlines	

Knowledge

Essential	Desirable
	Knowledge of safe manual handling procedures
	Knowledge of Food Safety & Hygiene
	Knowledge of CoSHH regulations and cleaning with chemicals