awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Casual Café Assistant

Basis:
Casual

Salary:
£12.71 per hour

Base:
Bryngarw Park Cafe

Accountable to:
Café Supervisor

Accountable for:
N/A

Your Role:

You will play an integral part of our customers day with your main role being to provide quality beverages and ensure our customers are always provided with excellent customer service.

You will lead by example, be passionate about customer service and be a motivated team member.

You will become an expert in coffee and our food and beverage offer and work in an environment where you will engage with different people and regulars every day, making it a vibrant and fun place of work.

In this role, you will:

- 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.
- 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.

General Duties and Responsibilities of this role are:

- To 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
- To participate in any training and development activities to maintain own development or to enhance competence within job role
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation.
- To actively challenge discrimination and stigma in the workplace.
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk.
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures.

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.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(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)**
- Welcomes and embraces 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 creating a person rapport with customers **(E)**
- Commitment to personal development
- 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.

Qualifications, Skills, Abilities and Experience:

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

- Excellent organisational Skills **(E)**
- The ability to think on your feet and make effective decisions whilst working in a busy environment **(E)**
- Excellent communication skills including active listening **(E)**
- Excellent time management skills to ensure food is served promptly **(E)**
- Ability to work unsupervised in a busy environment demonstrating a confident and self-motivated attitude **(E)**
- Knowledge of safe working and food hygiene practices
- Basic Food Hygiene Qualification.
- NVQ in Customer Service or be able to demonstrate similar through experience
- Practical knowledge and experience of complying with relevant legislation and industry best practice
- Ability to speak Welsh
- Trained barista or with previous catering experience