

# FISHERTON MILL

## GALLERY CAFE JOB DESCRIPTION

Job Title - Café Assistant

Reports To – Lynette Noyce & Michael Fox

Main Purpose of Job

To work within a small team selling & serving lunches & refreshments in a café set within an art gallery.

Main Responsibilities / Accountabilities

To offer fast, excellent, efficient customer service

To keep the café & servery to the required standards of cleanliness

To take orders, serve them to the customers & clear away.

To assist with cooking & cleaning duties within the kitchen.

Assist with smooth running of meetings, parties & functions at Fisherton Mill

<u>Job description</u>	<u>Frequency</u>
<ul style="list-style-type: none"> <li>• Keep servery &amp; café clean and tidy</li> <li>• Prep up each morning according to the list provided</li> <li>• Display cakes etc</li> <li>• Clear used tables quickly &amp; wipe clean</li> <li>• Monitor stock levels of menu items</li> <li>• Monitor stock levels of paper goods</li> <li>• Be available to work at evening functions &amp; events</li> <li>• Answer phone/ take messages</li> <li>• Remove rubbish / recycling</li> <li>• Clean dishwasher</li> <li>• Sweep / mop / hoover floors</li> <li>• Use the till accurately</li> <li>• Be willing to help out in other areas of the business (for example the Gallery)</li> <li>• Perform extra related duties</li> <li>• Assist with baking cakes, food preparation and cleaning within the kitchen</li> <li>• Increase hours to cover for holidays/ sickness/ peak periods</li> </ul>	<p>Constantly</p> <p>Daily</p> <p>Daily</p> <p>Constantly</p> <p>Daily</p> <p>Daily</p> <p>As required</p> <p>As necessary</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Constantly</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>As required</p>

Hours of work

Proposed hours are 10am – 4pm or 11am – 5pm for 5 days pw Monday – Saturday on a rota (which will include every Wednesday and Thursday). A degree of flexibility is required as extra hours will be required sometimes to cover for holidays / sickness. We always aim to give plenty of notice but occasionally there may be a need to request hours at short notice when someone is ill. Occasional evenings / Sundays in December will be required.

## Skills Required

- Excellent communication both verbal and written
- Attention to detail
- Ability to work as part of a small team
- Confidence in dealing with members of the public face to face and by telephone
- Desire to 'go the extra mile' in serving the customer
- Ability to work unsupervised when necessary
- The candidate will be seeking a physically active position rather than a 'desk job'
- Fast thinking and the ability to react to changes in customer volume during the day when speed can be critical.

## Rate of Pay

Minimum wage dependent on age. We pay monthly directly into your bank account.

Other information (\* please see staff information sheet for full details)

A simple, free of charge, lunch is provided from our Café each day as well as squash and tea or coffee.

A paid 20-minute break is provided for all shifts longer than 4 hours (for shifts of 4 hrs or less lunch can be eaten at the end of your shift or taken away).

A Fisherton Mill apron will be provided and the dress code is black /grey clothing with sensible covered shoes. Usual EHO rules regarding hair / jewellery etc

In the Café gratuities are shared daily equally among all staff working the shift, including kitchen staff.

28 (pro rata) days holiday to include Bank Holidays.

Staff Discount Scheme – 30% discount off FULL PRICED items in the Gallery and Café at any time.  
50% discount in the Café on food purchased when you are working a shift. (other exclusions apply)