



JOB DESCRIPTION

Job Title	General Cafe Assistant
Reporting to	Cafe Manager
Hours of work	Flexible hours per week on rota basis, to mainly include weekend work.
Duration	Permanent

PURPOSE OF THE JOB

A General Cafe Assistant will work for the Cafe Manager across the cafe areas. The role will involve working to keep the front of house tables cleared, the seating area tidy and working in the washroom.

To attend to customers quickly and efficiently, offering excellent customer service at all times.

General cleaning duties will also be required.

MAIN DUTIES AND RESPONSIBILITIES

- To clear tables logically, promptly and in an orderly fashion. Cutlery to one side, plates stacked in size order and all food scraped onto one plate.
- To keep the café seating area clean and tidy. Brush or vacuum up any crumbs or debris on the floor, clean and return high chairs to the correct place as and make sure the floor is generally crumb free.
- To keep the condiment area well stocked with cutlery and all condiments such as jams, sugars, napkins etc.
- To pleasantly communicate with customers, make eye contact and smile – providing excellent customer service.
- To work in the washroom operating the dishwasher, cleaning pots and stacking dishes.
- To clean kitchen area on a daily basis and undertake deeper clean when required.
- To be aware of relevant legislation such as COSHH and Manual Handling.
- To undertake future and refresher training as appropriate.
- To undertake any other reasonable catering duties as assigned by management.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the business.



PERSONAL SPECIFICATION

General Cafe Assistant

ESSENTIAL CRITERIA

E1	Customer Service: Possess excellent customer service skills and can pleasantly engage with customers
E2	Enthusiasm: Has an enthusiastic personality and positive outlook
E3	Availability: Is available to work both weekend days most weeks and is available mid-week during school/ college holiday periods.
E4	Adaptability: Can adapt to changing circumstances and handle various responsibilities. Is able to work well under pressure and manage your time effectively.
E5	Physical mobility: Is capable of performing tasks such as bending, stooping, lifting heavy objects and standing for extended periods of time.
E6	Communication skills: Has excellent verbal and written communication skills and is able to effectively interact with staff and management.

DESIRABLE CRITERIA

D1	Experience: Has one years experience working in a similar environment
D2	Barista Trained: Is trained in using cafe or similar style coffee machines and can texture milk to a high standard.
D3	Food Hygiene: Holds an up to date food hygiene certificate.

ADDITIONAL INFORMATION

For closing date please see website for details. Applications received after the closing date and time will not be considered.

Shortlisting: Only those applications which clearly demonstrate the requirements set out in the personnel specification will be shortlisted. The Group reserves the right to implement all or some of the desirable criteria in addition to the essential criteria for shortlisting purposes.

Offer of employment: Please note any offer of employment is subject to, proof of eligibility to work in the UK, medical questionnaire and proof of any required qualifications.

Reserve list: A reserve list of suitable candidates may be maintained for the purpose of any similar vacancies (temporary or permanent) that may arise within twelve months of the completion of the recruitment exercise.

Creative Gardens (NI) is an equal opportunities employer and welcomes applications from all sections of the community. All appointments will be made on the basis of merit.