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Job Description

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| **Job Title:** | Food and Beverage Assistant (Front of House/Kitchen) |
| **Team/Service:** | The Seven Dials |
| **Business Unit:** | TDA |
| **Responsible To:** | Food and Beverage Manager |
| **Salary Grade: *(Spinal column points)*** | TBC |
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| 1. **Key Purpose of Job**    1. To prepare and serve food and beverages to customers    2. To ensure excellent customer experience, and create an atmosphere which encourages customers to re-visit.    3. To open up and close down the front of house and kitchen area as per procedures    4. To maintain cleanliness and hygiene of front of house and kitchen areas    5. To be involved with events as directed by Food and Beverage Manager |

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| 1. **Anticipated Outcomes of Post**    1. To achieve and maintain the highest quality customer care and service    2. To be aware of the requirement to upsell, where appropriate    3. To contribute to controlling costs by reducing wastage    4. To ensure that the cleanliness and hygiene of front of house and kitchen areas is of the highest standard    5. To resolve minor issues and minimise the involvement of the Line Manager where possible |

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| 1. **List Key Duties and accountabilities of the post**   3.1 Ensure staff provide a warm and welcoming environment and that customer  service is efficient and outstanding  3.2 Ensure that the café is clean and tidy, and tables are cleared quickly in order to  encourage turnover    3.3 Ensure that the highest levels of cleanliness and hygiene are met at all times  3.4 Take part in the cleaning rota, deep clean of café/kitchen area and feed into daily records  for health and safety  3.5 Maintain excellent levels of communication with all colleagues  3.6 Ensure safe storage of food and beverages  3.7 Report repair and maintenance issues regarding of café/kitchen equipment and  machinery to line manager  3.8 Cash handling and collection, float management and till reconciliation daily. Not  applicable to kitchen  3.9 Implementing till and pricing updates. Not applicable to kitchen  3.10 Advise Senior Food and Beverage Assistants of stock levels to  enable ordering  3.11 Involvement in annual/monthly stock taking of front of house/kitchen areas    3.12 Be aware of licensing restrictions    3.13 Contributing to the smooth running of the café/kitchen during events, this will include  catering, hosting and late night opening.  3.14 Participating in team meetings as appropriate  3.15 To ensure smart, presentable and interacts with customers appropriately  3.16 To receive goods inwards as necessary |

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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**    1. The post holder will be required to act in a calm and professional manner when dealing with difficult customers and situations.    2. To trouble shoot equipment issues when needed and liaise with line manager where appropriate |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. Handling cash, placing cash in safe, cash collection, float. Not applicable to kitchen |

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| 1. **Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines**    1. None |

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| 1. **Working Environment & Conditions of the post**    1. Normal café/kitchen working conditions. |

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| 1. **Physical Demands of the post**    1. This post can require the applicant to be on their feet for the whole shift.    2. Manual Handling as necessary |

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| 1. **Specific Resources used by the post**     1. Kitchen equipment e.g., dishwasher, still, oven, hob, microwave. Café equipment e.g., barista coffee machine, fridge, chillers |

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| 1. **Key Contacts and Relationships**    1. **External**   Café customers, guests to Cockington Court and delivery drivers, Torbay Council staff   * 1. **Internal**   Tea room staff, Cockington Court staff and management, tenants, TDA staff |

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| 1. **Other Duties**   To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. TDA adopts a Smoke-Free Policy and the post-holder is prohibited from smoking in any buildings or enclosed spaces within the curtilage of buildings. Smoking breaks are not permitted within work time 2. The post-holder is expected to familiarise themselves with and adhere to all relevant Policies and Procedures. 3. The post-holder must comply with Health and Safety requirements as outlined in the H&S policy appropriate to the role. 4. This post is based at Cockington Court but the post holder may be required to move their base to any other location within Torbay at a future date. 5. You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions 6. TDA is a trading name of Torbay Economic Development Company Ltd which is a company controlled by the Council of the Borough of Torbay. |

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**Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

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**Person Specification**

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| **Job Title:** | Food and Beverage Assistant Front of House/Kitchen | **Team:** | Cockington Court |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Effective communication, both written and verbal. 2. Ability to organise and prioritise workloads 3. Effective team worker. 4. Ability to work on own initiative when required. |  |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Safe working practices 2. General service requirements | 1. Knowledge of the local area. |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Experience of providing excellent customer service 2. Experience of hospitality industry | 1. Experience in working as part of a busy tourist attraction. 2. Understanding of high end food offering |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. GCSE maths and English or equivalent | 1. Manual Handling 2. Food hygiene certificate |

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| Essential – Other requirements of the job role  * Ability to adapt to the demands of the role as and when required (i.e. Events and weddings). * Ability to accommodate unsociable hours * Ability to carry out the physical requirements of the role (i.e. manual handling, on feet all shift) * Must be over 18 due to serving of alcohol |