

TULLIE

TULLIE HOUSE MUSEUM & ART GALLERY TRUST

JOB DESCRIPTION

Job Title: Café Assistant

Grade: £24,549, pro rata

Hours: 19 hours per week.

The post holder will be expected to work flexibly within the opening hours of the operation, which includes weekend working and occasional evening work. The cafe opening hours are Monday – Saturday 9.30am-4.30pm and Sunday 10.30am-4pm.

Responsible to: Commercial Operations Manager

Responsible for: N/A

OVERALL PURPOSE

- Responsible for providing attentive and quality service to customers.
- To greet and engage with cafe customers.
- Have a thorough understanding of all food and beverage items offered.
- Perform all service-related tasks, and ensure guests have a superb dining experience.
- Support the catering operations at private functions and events.

This role requires great customer service skills and experience of working within a busy café environment.

KEY AREAS OF RESPONSIBILITY

Food and Drink Service

1. Warmly greet customers and provide an introduction to Tullie Museum and Art Gallery; engage with visitors in a friendly manner. Explain service operation and direct to tables.
2. Be familiar with the menu and specials, understanding and memorising various food and beverage items offered, including key ingredients and relevant allergens.
3. Assist visitors with food and beverage recommendations and menu-related questions and upsells.
4. Process food and beverage orders and accurately convey to other members of the front of house and kitchen teams using new digital systems.
5. Prepare food and beverage orders and deliver via table service.
6. Check customers' identification to confirm legal drinking age as relevant.
7. Operate point-of-sale system to process food and beverage orders, prepare and manage checks, run close-out processes at the end of shift, etc.
8. Deliver food and beverage orders to customers at their tables or hand deliver if they are taking away.

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9. Actively listen to visitor feedback, requests, and concerns; effectively handle customer complaints and special requests.
10. Customer billing correctly using EPOS system.
11. Collect payment; handle cash, credit card, debit cards, membership cards, and other transactions correctly.
12. Report any problems noticed with food quality to the Head Chef and/or Catering Manager.

Systems and Processes

13. Clear tables by removing dishes and wiping down tables and chairs.
14. Clear dirty crockery and cutlery to identified areas; manage plate clearing and refuse in accordance with food safety and other guidance provided.
15. Assist with keeping all work areas orderly; clean both front and back-of-house areas as required, coordinating with Head Chef and kitchen team as necessary.
16. Operate and clean all cafe, servery and back of house equipment in accordance with training provided and safe systems of work.
17. Remove refuse from back-of-house areas and transport to refuse storage areas in accordance with guidance and training provided and safe systems of work.
18. Complete opening and closing schedules accurately and in a timely manner.
19. Ensure that all Tullie Museum and Art Gallery building rules, safety standards, and cleaning requirements are followed at all times.
20. Support the training and direction of new staff.
21. Maintain good attendance and communicate with supervisory staff on rota management.
22. Perform other duties as assigned including kitchen and food preparation where required.

Mandatory for all staff

Take care of your personal health and safety and that of others and report any health and safety concerns. Ensure proactive compliance with H&S Policies, including risk assessments and implementing safe systems of work.

Special Features

- Weekend and evening working, as appropriate.
- Keep up to date with Tullie events, offers and information to be able to assist customers and up sell.
- Attend Tullie Team Briefings and meetings.

PERSON SPECIFICATION

TULLIE HOUSE MUSEUM & ART GALLERY TRUST

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JOB TITLE – Café Assistant

All criteria are essential, unless stated as 'Desirable' (D)

Criteria	Competency
Experience, Knowledge & Understanding	• Minimum 1 years' experience working in a customer service position; hospitality, food & beverage, or retail • Familiarity with EPOS systems • Enthusiasm for food and drink • Good interpersonal and communication skills; working with visitors and staff • Experience working in a visitor services environment (D) • Level 2 food hygiene qualification (D) Training provided in role.
Personal Qualities & Commitment	• Ability to work flexible hours if needed including evenings and weekends • Self-motivated with a willingness to learn • Ability to work as part of a team and use initiative as expected with the role • Pleasant personality • Ability to meet physical and scheduled demand of the position, including walking, standing, or lifting heavy items for extended periods
Other factors	• Flexible approach to working hours and able to work outside normal hours to deliver a high standard of service. • Post requires a check by the Disclosure and Barring Service