

Newcastle Parks Enterprise Limited
(trading subsidiary of Urban Green Newcastle)

Job Title: Café Assistant

Responsible To: Café Manager

Job Purpose: To maximise customer experience following the ethos and values of Urban Green Newcastle and offer public facing service and general operational support to the café management and team.

Principal Duties and Responsibilities:

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive; duties of a similar nature and level may be required from time to time.

- Provide service of hot and cold beverages, cakes, and other food items.
- Work in close liaison with the Café Manager, Team Leader and Café staff.
- Develop and manage relationships with customers and staff.
- Manage queues and meet customer expectations, upselling to maximise profit.
- Always keep the café clean and tidy, clearing tables and waste.
- Handle customer complaints in a courteous and professional manner and reporting feedback to the Team Leader or Café Manager on duty.
- To learn all aspects of the EPOS till operation and handle customer payments.
- Follow direction from the Team Leader in all aspects of the opening and closing procedure of the café and all aspects of the daily operation to ensure smooth service.

Person Specification

Job Title: Café Assistant

Category	Essential	Desirable
Skills, Knowledge and Aptitudes	<p>Ability to work on own initiative without supervision.</p> <p>Proven interpersonal skills – able to develop good working relationships, enjoy meeting and working with people at all levels and from diverse walks of life.</p> <p>Have a comprehensive understanding of the café menu and a keen interest in local food and drink.</p> <p>Knowledge of till operation and cash handling.</p> <p>Working knowledge of health and safety regulations and requirements.</p>	<p>Work within established guidelines and operating procedures, ensuring up to date knowledge on regulations relating to health and safety at work, food handling and hygiene, fire safety, sale of alcohol and certain age-restricted products.</p> <p>Being responsible for security (products and cash), ensuring that payments are taken accurately, being vigilant for shoplifters and fraudulent payment methods.</p>
Qualifications and Training		Food Hygiene or Food Handling Certificate but full training can be given.
Experience	Experience working in a cafe/restaurant or similar hospitality venue.	Trained Barista or previous catering experience advantageous.
Special Requirements	<p>Right to work in the UK.</p> <p>Able to work evenings and weekends, as required.</p>	