

Urban Green Newcastle

Responsible To: Supervisor or Manager on duty

Job Purpose: To provide an excellent experience for all café customers. Deliver food and drink service efficiently and professionally within a busy environment.

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.

- Take customer orders and payments using the EPOS till operation.
- Prepare and serve hot and cold drinks, snacks, ice cream and light meals.
- Deliver exceptional customer service, ensuring customers feel welcome and valued.
- Manage queues and tables to ensure that service levels are maintained during busy periods.
- Keep all café areas clean and tidy, clearing tables promptly.
- Responsible for the security of products and payments, ensuring that payments are taken accurately, being vigilant for shoplifters and fraudulent payment methods.
-
- Adhere to all requirements of the opening and closing procedure of the cafés, and all aspects of the daily operation to ensure smooth service.
- Handle customer feedback in a courteous and professional manner, sharing details with the Manager on duty.
- Participate and contribute to team training, helping to build a culture of continuous development within all Urban Green Cafe outlets.
- Be flexible in your approach to work, occasionally assisting at other café locations in line with business needs.
- Be an ambassador for Urban Green Newcastle whilst at work, helping promote the work of the charity.

Person Specification

Job Title: Café Assistant

| Category | Essential | Desirable |
|--|---|---|
| Skills, Knowledge and Aptitudes | <p>Ability to work within established guidelines and operating procedures.</p> <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 keen interest in local food and drink.</p> <p>Knowledge of EPOS till operation.</p> <p>Working knowledge of health and safety regulations and requirements.</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 hospitality experience advantageous. |
| Disposition | A pleasant personality the ability to establish a rapport with a wide cross section of society. | |

| | | |
|-----------------------------|--|--|
| Special Requirements | Right to work in the UK. Able to work evenings weekends, bank holidays and other peak periods (i.e. school holidays) as required. | |
|-----------------------------|--|--|