



Café Carnegie - Carnegie Workington Ltd

Role: Café/Kitchen Assistant

Reports to: Manager

Hours: Casual

Salary: Competitive Hourly Rate

Carnegie Workington Ltd trading as Café Carnegie, a retail arm of the Carnegie Theatre & Arts Centre is a vibrant and dynamic place to work, in a venue which presents some of the best music, theatre and comedy in Cumbria. As well as aspirational plans to build audiences through high quality programming in our distinct spaces, we have key targets to drive the commercial success of the business through offering exceptional service to our customers in our newly refurbished cafe. We want all visitors to the Carnegie to be able to enjoy first class service and this role will be a vital part of delivering this aim.

Overall purpose of job

Working both within the kitchen and as part of our customer facing team you will ensure that high quality and great value food and drink are prepared and served to café and catering customers from a clean, safe and welcoming environment. You will be a positive role model for the business demonstrating the highest standards of customer service and care.

An integral part of the role is to keep the kitchen and café areas clean, washing up and assisting the Cook when required. The Café/Kitchen Assistant is expected to work to the highest possible standards, in line with cleanliness standards set by the Manager.

Direct Reports: N/A

Principle Responsibilities

- To deliver exceptional customer service at all times
- To assist with the preparation of food and drinks to specific standards
- To serve and take order from customers at the counter
- To be responsible for the cash handling processes
- To fully comply with all Health and Safety/Food Hygiene regulations at all times
- Ensuring that food and drink served to customers is of a consistently high standard and is well presented
- To develop knowledge of products and share that knowledge with customers and other team members in a confident manner
- To maintain a clean and tidy environment at all times in the café and preparation areas including washing up
- Keeping cleaning and temperature records
- To assist in the set-up, set-down and cleaning of the café and kitchen according to procedures on a daily basis and as required

Customer Focus

- To provide excellent customer service, serving customers promptly, courteously and with a smile
- Ensure that the café environment is pleasant and welcoming and operates in line with the service vision
- Handling customer complaints in the first instance and reporting feedback as necessary

Operations

- Be a visible 'on the floor' presence and offer guidance to customers
- Ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the operation
- Follow the normal operating plan, ensuring correct opening and closing times, and setting up and clearing down as required

Finance and Administration

- Ensuring adequate stock levels of supplies and consumables for café area, managing orders and stock rotation
- Responsible for security (product and cash), taking payments accurately using EPOS and Card terminals
- Ensure cash and security policies and financial procedures are adhered to

Venue

- Work alongside the venue manager, administration team and volunteers frequently to successfully deliver associated events/activities

Health & Safety

- Ensure compliance with all risk assessments, food safety and health and safety policies/procedures
- Report damage of any specialist equipment in an appropriate and timely manner to the Manager or where necessary Building and Technical Manager

Additional Benefits

- Occasional complimentary or discounted tickets for certain Carnegie Theatre & Arts Centre events and shows; training and development opportunities; staff discount at the café and bar

Note

- There will be a requirement for the post holder to work outside of normal office hours to include evenings, weekends and Bank Holidays in accordance with the demands of the service
- This job description is a guide to the nature of the work required of this position. It is neither comprehensive nor restrictive

Person Specification

Attribute/Skill/Qualification	Essential	Desirable	Assessment
NVQ level 2/3 in food preparation and cookery or equivalent qualification		✓	Application Form
Food Hygiene Certificate or equivalent experience or qualification or must have a willingness to achieve this on employment	✓		Application Form/Interview
Previous experience of cooking and food preparation in a high-volume environment		✓	Application Form/Interview
Trained barista or with previous experience		✓	Application Form/Interview
Good understanding of relevant health and safety requirements		✓	Application Form/Interview
Experience in retail merchandising		✓	Application Form/Interview
The ability to work on own initiative and as part of a team	✓		Application Form/Interview
Enjoys multi-tasking in a busy fast-changing environment	✓		Application Form/Interview
Excellent written and verbal communication skills	✓		Application Form/Interview

Organisation and time management skills	✓		Application Form/Interview
Ability to manage own time within a busy schedule including evening, weekend and Bank Holiday working as required	✓		Application Form/Interview
Basic I.T. and numeracy skills including Word and Excel	✓		Interview
Ability to work well under pressure	✓		Application Form/Interview
Ability to manage competing priorities	✓		Interview
Be competent in all aspects of manual handling		✓	Interview
Be customer-focused and able to work effectively with both professionals and non-professionals	✓		Interview
Be numerate and computer literate	✓		Application Form/Interview
A full, current driving licence		✓	Application Form

To apply, please complete our application form clearly setting out your interest in this post and suitability for it and send to:

Marlene Johnston
Company Secretary
Carnegie Workington Ltd
Finkle Street
Workington
Cumbria, CA14 2BD

Or email your application to cafe@carnegietheatre.co.uk

Closing date for applications: Friday 5 April 2019 at 5pm
Interviews will be held week commencing Monday 15 April 2019