

Cafe Assistant – Front of House

Grade: 3

Centre: London Wetland Centre

Directorate: Trading

Reporting to: Catering Manager

Main function of the post: To maintain high standards of service, presentation and customer service in all catering and functions areas.

Supervisory Responsibility: On occasion to support the Assistant Catering Manager or Catering Manager in the absence of Team Leaders

Hours worked: 37.5 hours per week to be worked on a flexible basis according to the needs of the business and will include weekend and evening working.

This is a permanent contract.

Main duties of the post:

1. To be a committed member of the catering team:
 - To maintain high standards of service, conduct and professionalism
 - Consistently maintain the highest standards of customer service
 - To uphold excellent communication throughout the catering team and with the other departments in the centre
 - To perform any tasks required within the kitchen or any other area within the catering operation at London Wetland Centre (LWC)
 - Uphold the ethos and mission of Wildfowl and Wetlands Trust (WWT) at all times
2. To supervise FOH casual members of staff and ensure tasks are completed to defined standards in absence of Team Leaders
3. Daily cashing up is completed by yourself ensuring that all security systems in place with regard to cash handling are adhered to on a daily basis. Daily income and refunds are recorded appropriately.
4. To assist in the delivery of budgeted profit for catering and events at the London Wetland Centre by:
 - Adhering to portion controls at all times
 - Ensuring all supplies, both food and non-food are used, as directed by the supervisors to ensure maximum efficiency

- Identifying sales opportunities and up-selling and cross-selling
5. Assist in the maintenance of the quality proposition of the catering operation to enhance the visitor experience by:
 - Delivering high standards of presentation and service hygiene in the café and associated areas
 - Delivering excellent customer service across all areas of the catering department, paying particular attention to café customers and events clients
 - Implementing appropriate communications within the team and with customers
 - Responding to customer expectations, comments and demand if so required, and communicating any needs to the Supervisor
 6. Responsible for assisting the Catering Manager in ensuring full compliance with Food Hygiene and H&S legislation, including:
 - Undertaking any necessary Food Safety training and Health & Safety training
 - Food temperature safety checks are carried out and accurate records are kept
 - Food is displayed according to current food legislation standards
 - Undertaking Café and kitchen cleaning duties and keeping accurate records
 - Maintaining a “clean as you go” policy
 7. To assist with all financial aspects of the department including:
 - Cash handling in the café and catering areas in accordance with WWT procedures
 - Assisting with deliveries and stocks and the associated checks required
 - Ensuring the security of catering premises where required
 8. To be an integral member of the Centre team to ensure the success of London Wetland Centre

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: February 2014

Date Amended: January 2016

Person Specification

1. Qualifications & Training Essential:

Essential:

- Educated to GCSE standard or equivalent
- Basic Food Hygiene Certificate (Level 2)

Desirable:

- Level 3 Food Hygiene Certificate
- An industry recognized qualification in catering and hospitality

2. Experience

Essential:

- Exceptional standards in Customer Care
- Experience within a high volume food establishment.
- General administration including cash handling and FSMS record-keeping
- Good communication skills

Desirable:

- Public catering experience within a visitor attraction
- Conference and banqueting service experience

3. Managerial & Supervisory

Essential:

- Ad-hoc Supervisory/managerial requirements

4. Responsibility

Essential:

- Maintaining excellent standards of customer service at all times
- Maintaining a high standard of food and service hygiene

Type of Responsibility	Level (£)
Expenditure (exc payroll)	£0
Cash Handling	£2,000
Assets (required for job, exc buildings)	n/a
Visitors (per annum)	n/a

5. Creative Ability

Essential:

- Has an interest in good food and product presentation
- A problem solver
- Creative personality with good organizational skills

Desirable:

- Interested in conservation

6. Contact

Essential:

- Routine and daily contact with members of the catering team and general public

General Notes

This is a full-time position which will require work during weekends, some evenings, and public holidays to meet the needs of the post.