

Things you need to know:

Job Title: Casual Food and Beverage Assistant

Basis: Casual

Salary: Up to £7.83 per hour (dependant on age)

Base: Grand Pavilion, Porthcawl but may be required to work at other Awen venues

Accountable to: Café Manager

Your Role:

The Food and Beverage Assistant is a practical, hands-on role, with your work time split between serving customers, the kitchen, and the preparation of food. This is an exciting opportunity to play a vital part in a newly refurbished cafe in one of Porthcawl's much loved venues. Maintaining high standards of customer care and cleanliness and working within a small team, you will be instrumental in ensuring the Grand Pavilion cafe is a stand out destination in Porthcawl.

What will you be doing?

Customer Engagement and Café Promotion

- At all times demonstrating the highest standards of customer welcome and care when assisting customers at the counter and delivering orders to tables.
- Serving customers efficiently with food and drink orders and taking payments.
- Giving advice, guidance and recommendations on products and menu selection to customers to ensure a positive experience and repeat business.
- Handling customer complaints in the first instance and reporting feedback to the manager.
- Ensuring adequate stock levels of supplies and consumables for café area, managing orders and stock rotation.
- Keeping the serving area tidy and clean including table clearing.
- Keeping up to date with special promotions and creating displays.

Food Safety, Health & Safety and Wellbeing, Compliance and Regulations

- Responsible for security (product and cash), taking payments accurately and being vigilant for shoplifters and fraudulent credit cards etc.
- Working within established guidelines and operating procedures
- Reporting any accidents or near misses.
- Applying high levels of hygiene, sanitation and safety at all times.
- You will adhere to our dress code and the correct uniform at all times.
- Ensuring that all Company and Client policies and procedures, site rules and statutory regulations relating to Food Safety, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH are adhered to.
- You will be aware of all Fire and Emergency Evacuation Procedures and ensure that normal precautions are taken to protect against fire and safety hazards.

The Person:

Personal Qualities and Values

- Well-presented professional with a can-do attitude. (E)
- Friendly, confident and approachable and able to work well under pressure. (E)
- A team player. (E)
- A passion for exceptional customer service. (E)
- Ability to develop personal rapport with clients. (E)
- An effective, well organised and efficient team player. (E)

Qualifications and Training

- Food Hygiene Qualification. (D)
- NVQ in Customer Service or be able to demonstrate similar through experience (D)

Skills and Abilities

- High level of customer service skill (E)
- Excellent interpersonal and communication skills. (E)
- The ability to think on your feet, and make effective decisions whilst working under pressure. (E)
- Adaptable and flexible to meet demands. (E)
- Ability to work unsupervised in a busy environment demonstrating a confident and self-motivated attitude. (E)
- Ability to speak Welsh. (D)

Knowledge and Experience

- Trained barista or with previous catering experience. (E)
- Experience of working within a customer service environment (E)
- Knowledge of safe working and food hygiene practices (E)

E – Essential D – Desirable

Criteria tested by: I – Interview, APP – Application form, Cert- Certification, A - Assessment

General Duties and Responsibilities

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and values in all that you do.
- Ensure that activities are completed in accordance with Awen's commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the Trust.

Conditions of your appointment

- **Medical Clearance:** Any offer of appointment is subject to medical clearance.
- **References:** Two satisfactory references of which one should be your last employer. Where possible, both should be from previous employers.
- **Probationary period:** New staff appointed to Awen Trading Ltd will be subject to a 6-month probationary period.
- **Eligibility to work in the UK:** You are required to provide originals of one of the following documents as proof of your eligibility to work in the UK: birth certificate issued in the United Kingdom in conjunction with form P45, Form P60 or a pay slip from previous employment, current passport issued by a member state of the EEA or official immigration document showing that you are eligible to work in the United Kingdom.