

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Casual Cafe Staff</b>
<b>RESPONSIBLE TO</b>	Bar and Catering Manager; Kitchen Manager, Assistant Bar and Catering Manager; Duty Manager
<b>MAIN RELATIONSHIPS</b>	Bar and Catering Manager; Kitchen Manager

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Wiltshire Creative is an arts organisation that brings together the energy and ambition of Salisbury Playhouse, Salisbury Arts Centre and Salisbury International Arts Festival.

Café Staff play a key part supporting the Front of House operation at Salisbury Arts and Salisbury Playhouse.

Working alongside our Bar and Catering Manager and Café Kitchen Manager you will be part of the enthusiastic team delivering exceptional hospitality at both venues.

Shifts are available on a casual basis Tuesday – Saturday 9.30am – 2.30pm

### KEY RESPONSIBILITIES:

- **Customer Service**
- **Sales**
- **Housekeeping**
- **Safety & Security**

#### Customer Service

- To meet, greet, direct and serve customers.
- To ensure the highest levels of customer service in the Cafe areas, working with the Front of House Management team to deliver the complete customer experience to visitors.
- To be correctly attired upon on duty
- To be courteous and professional with colleagues and work to maintain a friendly and professional atmosphere

#### Sales

- To maximise sales and efficient selling practices.
- To know and promote the full café menu to customers

#### Housekeeping

- To ensure overall cleanliness of the bar and service area.
- To remove regularly all empty glasses, bottles, crockery and cutlery from the Front of House service areas if required and ensure Front of House areas are kept clean and tidy.
- To clean and polish glasses and other utensils in preparation for and at end of service.

- To monitor and replenish stock levels, ensuring rotation and to report any low stock items to line management.

## **Safety & Security**

- To ensure you are aware of appropriate licensing regulations (and to enquire if unsure)
- To follow food safety procedures, as directed by the Kitchen Manager or Bar & Catering Manager.
- To handle and account for monies and receipts, including cash floats and till reconciliation.
- To ensure the security of stock at all times.
- To follow correct health and safety procedure and report issues to your line manager.

## **General**

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by policies as set out in the Staff Handbook
- To be flexible and to undertake any other reasonable duties as requested by Management

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## **CANDIDATE SPECIFICATION**

### **Essential**

- A proven commitment to quality customer care with a flair for dealing with the public.
- Ability to work as part of a team.
- Excellent interpersonal and communications skills.
- Understanding of the importance of revenue generation to the business.
- Work evenings and weekends as scheduled.
- Excellent personal hygiene, presentation and time keeping.

### **Desirable:**

- Café experience
- Barista training
- Level 1 food safety certificate

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## **TERMS AND CONDITIONS**

- Hourly Rate: £9.50 per hour (the employee will be paid for the hours worked)
- Hours: As offered on a rota basis.
- Holiday: Paid at 12.07% of hourly rate as accrued on hours worked.
- Sick Pay: Statutory Sick Pay