



Job profile

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| Job title | Café Assistant |
| Department | Café in the Crypt/Café in the Courtyard |
| Responsible to | Café Management |
| Responsible for | N/A |
| Main purpose of job | To provide a comfortable, pleasant and unforgettable experience for all customers and guests visiting St Martin-in-the-Fields. Working with the Café front of house and Kitchen teams, delivering St Martin- in- the- Fields service standards. |

Main duties and responsibilities

1 Operations

- Service of hot and cold buffets, hot and cold drinks and licensed refreshments
- Serve correct food and beverage portions Order dishes to replenish buffet from kitchen in line with potential demand
- Ensure food on the counter looks fresh, inviting and presentable
- Provide suitable suggestions to customers, ensuring you have complete product knowledge, aware of all ongoing promotions and can maximise revenue through sales
- Restock drink fridges and counters as required and inform the shift supervisor of low stock
- Clear and café tables as required
- Minimise breakages and losses
- Adhere to 'Opening & Closing' procedures as stated in Café check lists

2 Customer Service

- Provide, maintain and improve good customer service
- Always support, maintain and enforce the Café in the Crypt brand standards
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3 Health & Safety

- Practice good health and safety procedures at all times, highlight any operational problems to the Shift Supervisor immediately
- Maintain a high level of cleanliness in your immediate working area and strictly adhere to cleaning rota schedule
- Be able to use and clean all machinery in use in accordance with manufacturers guidelines, following appropriate training
- Knowledge of evacuation procedures in the event of an emergency
- Comply with all Security and Health & Safety policies

4 Cash

- Ensure correct handling of cash, cheque and PDQ transactions in Sterling
- Ensure correct handling of luncheon and other vouchers
- Ensure a sufficient supply of change held
- Ensure levels of cash in the till is kept to a minimum
- Ensure food / drink items are entered correctly into the till
- Ensure correct change is given
- Ensure appropriate discounts are given / recorded and staff meals are registered

- 5 **Performance and personal development**
- Fully engage in all training schedules, undertaking training for the role
 - Understand and fulfil all instructions from the Cafe Management
 - Build a strong working relationship with the Kitchen team
 - Follow guidelines regarding meal allowance
 - Attend all department, Whole Site and general meetings
 - Comply with all policies regarding time keeping, sickness, absenteeism and conduct
 - Be a respectful Ambassador for St Martin's at all times
- 6 **Shift Procedures**
- To ensure the St Martin-in-the-Fields shift procedures are followed in order to meet financial and statutory requirements, supporting the delivery of outstanding customer service.
 - Be ready to work at appointed section as instructed exactly as stated on shift rota, with the flexibility to move between sections as business demands dictate
- 7 This is not an exhaustive description of the job, aspects will change over time and the jobholder is expected to contribute to its development and progression.

Nature and scope of the job

St Martin's is a large and diverse organisation featuring the Café in the Crypt, our seasonal Café in the Courtyard, Events and conference business, visual art exhibitions, a comprehensive Concert programme and Shop at St Martin's working alongside daily worship and regular education programmes.

In this role you will be working directly with our customers, providing information about the food and beverages on offer. You will need to demonstrate the highest levels of customer service and have a positive attitude in everything you do.

You will need to fully understand and perform all aspects of your job as detailed above. St Martin's will encourage and provide an opportunity to gain experience and insight to working behind and in front of the scenes. Your development is important to us and objectives are set at your appraisal or one-to-one meetings and will assist you in your development within your role.

Knowledge, skills and abilities

To be effective in this role you will need to demonstrate knowledge of the following, including formal training where appropriate:

- Courteous, pleasant and appropriate manner and demeanour with all customers and colleagues
- Ability to maintain consistently high standards of guest service with excellent customer service skills
- Enthusiastic and a positive outlook
- Excellent command of English and sound communication skills
- Professional, clean and tidy appearance
- A smile, positive and welcoming attitude!

Signed by employee: _____

Signed by manager: _____

Date: _____

Date: _____