



# Café in the Crypt, St Martin-in-the-Fields

Café Assistant Application Pack

## **Who we are**

St Martin-in-the-Fields is a unique configuration of cultural, charitable and commercial initiatives rooted in the life of a vibrant Church of England congregation. Our vision is *At the heart. On the edge*. This declares that we see ourselves at the heart of London, through our location on Trafalgar Square, and of the nation, through our 500-year links with the royal family, and also of the church, through our national profile gained through nearly a century of broadcasting and our flagship role in social issues – but also appealing to the heart through our long tradition of choral and classical music and our reputation for compassion gained through a century of engagement with poverty and destitution. It also names our calling to be on the edge, not just of Trafalgar Square but alongside those on the edge through being excluded, ignored or oppressed by society or church, and on the cutting edge of innovation in culture, commerce, charity and congregational life.

## **About the department**

Visitors to Café in the Crypt or Courtyard at St Martin's are delighted by the range, choice and options available when they arrive to experience one or both of the Cafés or when attending an event. Café in the Crypt is an amazing venue in the heart of London which offers great value, freshly cooked food, a unique venue for entertaining. The Courtyard at St Martin's is an outdoor seasonal operation from 1 April – 31 October.

The Cafés are open every day, other than Christmas Day and Boxing Day, generally from 10.00 am to 9.00 pm serving a range of breakfasts, lunches, dinners and afternoon tea. On top of this, the Crypt and associated event spaces, is host to many day and evening functions and a weekly Jazz night.

## **About the role**

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. 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.

## **Working at St Martin's**

Based at: Café in the Crypt, St Martin-in-the-Fields, Trafalgar Square, London.

Working pattern: Monday to Sunday, full-time/part-time.

Salary: £10.55 plus Workplace Pension. A free staff meal when on duty working a full shift, free filter coffee and tea throughout your working day, 20% discount in the Café in the Crypt/Courtyard at St Martin's, Shop (excluding books) and limited concert concessions.

Holiday entitlement: 28 days holiday including bank holidays. (pro rota for part-time)

For a full job profile see our website [www.smitf.org](http://www.smitf.org)

## **Job Profile**

### **1 Operations**

- Service of all food, hot and cold drinks and licensed refreshments in catering spaces
- Serve correct food and beverage portions
- Order dishes to replenish stocks from kitchen in line with demand
- Ensure food on the counter looks fresh, inviting and presentable and paying close attention to detail
- Provide suitable suggestions to customers, ensuring you have complete product knowledge including allergens, aware of all on-going promotions and can maximise revenue through sales
- Restock drink fridges and counters as required and inform the duty manager of low stock
- Clear and clean tables as required
- Minimise breakages and losses
- Adhere to opening and closing procedures
- Upsell appropriate products to customers, to maximise revenue

### **2 Customer Service**

- Provide consistent good customer service at all times

### **3 Health and safety**

- Practice good health and safety procedures at all times, highlight any operational problems to the Duty Manager
- Maintain a high level of cleanliness across FOH/food spaces, 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 and safety policies

### **4 Cash**

- Ensure correct handling of cash, cheque, vouchers and PDQ transactions
- Ensure a sufficient supply of change held, and make Duty Manager aware of change requirements
- Ensure items are entered correctly into the till and correct change is given
- Ensure appropriate discounts are given
- Record staff meals and internal department transactions correctly

### **5 Performance and personal development**

- Fully engage in all training schedules
- Build a strong working relationship with the catering and cross site team

6 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.

## **Who we are looking for**

Café in the Crypt is looking to appoint Café Assistants to the team. We are looking for someone who is:

- Passionate – about good food
- Enthusiastic – about hospitality and great customer service
- Hardworking – who can take the initiative to get things done
- Self-starting – excellent at organisation and calm under pressure
- Friendly – able to work in a team

## **Person Specification**

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

- Courteous and well-mannered to customers and colleagues
- Ability to maintain consistently high standards of excellent customer service
- Enthusiastic and a positive outlook
- Excellent command of English and sound communication skills
- Professional, clean and tidy appearance
- A team player

On top of this you will need to:

- Work and support the ethos and values of St Martins
- And be, energetic, passionate, driven and ambitious, with the right attitude!

## **How to apply**

To apply for this post, please email the following to [hr@smitf.org](mailto:hr@smitf.org):

- a supporting statement, explaining why you believe you can do this role
- a comprehensive CV detailing your relevant achievements in each role, and including details of two referees, one of whom should be your current or most recent employer

If you would like to chat about this role, please call a member of the Human Resources Team on 020 7766 1119/1101.