



## Café and Bar Team Member

**Contract:** Zero Hours – Hours vary, 1 shift minimum per week including evenings and weekends

**Reporting to:** General Manager

**Salary:** Starting at £8.50, increasing to £9.50 (when able to complete open and close procedures) plus holiday pay

**Deadline for applications:** Rolling basis until positions filled

## PURPOSE OF POSITION

The café and bar team member is responsible for providing excellent customer service, serving a high standard of food and drinks whilst equipped with excellent product knowledge, and possessing a pro-active attitude in adhering to high standards of health and safety and cleanliness in the bar, café and kitchen. The café staff set the tone for Stratford Circus Arts Centre by providing a welcoming and friendly environment and offering the best possible service to our customers. You will be required to work alongside the front of house team and to equip yourself with knowledge of our coming and current productions in order to answer any questions arising from our customers.

The position requires schedule flexibility and evening bar work.

## MAIN DUTIES

- Greet customers in a friendly, welcoming manner
- Take customer orders, serve beverages, prepare bills and process payments
- Prepare sandwiches and other small food items
- Upsell appropriately
- Set up tables, clear and clean tables, chairs, bar areas
- Know and understand the drinks and food menu, be able to describe food and beverages to customers accurately and provide advice and guidance if requested
- Ensure the café and associated spaces are welcoming, clean and appealing
- Ensure opening and closing procedures are carried out, particularly in relation to food hygiene and health and safety routines and checklists
- Assist in ensuring good stock rotation
- Participate in daily cleaning and other cleaning as required
- Minimise waste as far as possible
- Follow all security procedures both in terms of staff safety and of stock protection

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- Maintain records as required
- Check supply deliveries and ensure stock is stored carefully
- Maintain high levels of personal hygiene and appearance
- Perform end of shift cash-ups with accuracy, providing explanatory notes as required
- Support the aims and objectives of SCAC, and be aware of events taking place within the building
- Participate in training sessions and emergency evacuation procedures when required

*This job description outlines the types of work involved in this role. It is not exhaustive and the post-holder may undertake other duties as reasonably required. This job description may also be reviewed in consultation with the post-holder to ensure that it continues to meet the ongoing requirements of the organisation.*

## **PERSON SPECIFICATION**

<b>Skills and Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Experience in serving customers in a bar and café environment	*	
Excellent customer service skills	*	
Professional, positive and pro-active	*	
Hard working and reliable	*	
Ability to work calmly under pressure	*	
Physically fit enough to lift heavy loads and stand for long periods	*	
Flexible schedule with ability to work evenings and weekends	*	
Numerate, with cash handling experience	*	
Catering experience		*
Experience using izettle		*
Understanding of allergies, intolerances and other dietary requirements		*
Health and safety trained		*
First aid qualification		*
Food Safety Certificate		*
Fire Marshall Trained		*
An interest in working in an arts environment		*

***To apply, please send a CV and covering letter to [alys@stratford-circus.com](mailto:alys@stratford-circus.com)***