

**TOTTON & ELING TOWN COUNCIL
JOB DESCRIPTION**

JOB TITLE	Café Assistant
SCP	14 - 17
LOCATION	Mill Café and Visitor Centre
RESPONSIBLE TO	Café Manager

MAIN PURPOSE OF JOB

- Operate as part of a small team providing a hot and cold refreshments service to customers of the Eling Tide Mill Experience.
- Participate in the promotion of the Eling Tide Mill Experience to new and returning visitors

KEY TASKS

○ **FOOD PREPARATION**

Prepare food both hot and cold (including cakes/bread) in line with the daily menu and ensure all food sold and/or prepared is fit for consumption (eg not past its use by date) ensuring stock rotation of stored food.

Clean and wipe tables and all working surfaces wash-up/dish wash all used utensils, crockery etc. Maintain Tea Rooms and kitchen area and keep in a clean and tidy manner, and ensure equipment is maintained in good working order through cleaning and report any problems to appropriate staff.

○ **CUSTOMER SERVICES**

Greet customers to the Mill Café and Visitor Centre.

Maintain a polite, friendly, caring attitude to customers/visitors. Respond to any queries they may have during their visit, and co-operate with colleagues to facilitate overall smooth running of the buildings.

Assist as required with display of exhibitions and ensure displays are neat and tidy.

Answer telephone and deal with enquiries/take messages as appropriate

○ **HEALTH & SAFETY**

Maintain Environmental Health standards as per guidelines and annual report. Ensure you are aware of the 'Safer Food Better Business' Manual and use this for any guidance you may need on Food Hygiene. Diary and paperwork for manual to be completed daily.

Complete food wastage record book on a daily basis.

Comply with the Council's Health & Safety policy and ensure that at all times the post holder, colleagues and visitors' HASAW needs are met in accordance with guidelines issued by the Civic Centre

Ensure building is locked and secure at end of working day, i.e. doors locked and alarm systems operative. Report any faults immediately to Cafe Manager or relevant responsible person.

Participate in the appropriate level of training for health & hygiene requirements in order to meet legislation.

○ **FINANCE**

Assist when required with purchasing Cafe supplies. Provide receipts and invoices for cafe purchases, and balance petty cash where necessary.

Operate till with daily till transactions and refunds. Assist as necessary with balancing Petty Cash and provide Civic Centre with receipts and Petty Cash Slip on daily/weekly basis as directed

Assist with receiving and checking deliveries for Visitor Centre and Mill Café

Assist with stock taking and stock management (Including price adjustments and disposal of out of date stock) as directed by Café Manager.

○ **MISC**

Agree on work patterns with Café Manager. Complete timesheets and holiday forms and ensure all holiday requests give at least two days' notice. Provide adequate notice if unable to attend a shift.

Assist with Eling Experience events, supporting Café Manager with planning and preparation including participating in staffing the event

To participate in the Council's appraisal scheme, assessing own training needs and attending training courses as required and assist as necessary with internal staff training (Including training for volunteers if required)

Completion of weekly timesheets recording hours and detailed explanation of any additional hours

Carry out any other reasonable and relevant tasks as required.

19/02/19