

General Assistant Café

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| **Role Purpose:** |
| The General Assistant Role will always endeavour to enhance the visitors experience at King Johns Castle and to conduct themselves in a manner that promotes the ethos and standards of Shannon Heritage. |
| **The Role:** |
| As a General Assistant you are required to be flexible in your role and upskill in all areas of the business to include Café, Retail Store, Admissions and the general Museum and Castle environs. * + Welcoming Guests to King Johns Castle.
	+ Engage with fellow employees and customers to create and maintain a friendly and vibrant atmosphere throughout the visitor experience in the museum, castle, retail and café.
	+ Be a team player who enjoys interacting with people and can 'go the extra (s)mile”
* Daily operations of the unit
	+ Ensuring that each visitor is greeted and addressed in a timely and effective manner
	+ Focusing on quality and the standards of the Visitor Experience.
	+ Basic preparation, cooking and serving of food.
	+ Good food presentation skills and comfortable operating café equipment
	+ Ensuring that the counters are stocked and well merchandised.
	+ Assist in the preparation of food and beverage orders.
	+ Daily Kitchen porter duties as required ie cleaning and wash up.
	+ Basic food hygiene and HACCP knowledge.
	+ Adhere to cash and monetary handling procedures following SH standard policies and procedures
	+ Demonstrate product knowledge when answering customer queries.
	+ Following correct opening and closing procedures as outlined by the management Team.
	+ Ensuring all daily cash up procedures are adhered to and report any inconsistencies.
	+ Monitor & Record delivered stock reporting to Team Leader of any changes or returns.

 Health and safety* + Personal hygiene and appearance is paramount
	+ Working environment must be kept clean and that the safe handling of chemicals is utilized.
	+ Handling and responding to customer comments or complaints.
	+ Operate café equipment to prescribed safety and company standards
	+ Use protective clothing provided as required – hair nets/ aprons / gloves
	+ Be aware of the First Aiders on Site
	+ Spills and trip hazards must be dealt with immediately
	+ Be aware of the site fire register and participate in fire training as required.
* Participate in training as requested in line with your role.
* Follow company policies and protocols in all areas of operations
* Reporting into Supervisor and General Manager
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| **Essential Requirements:** |
| * 1 year food and beverage / deli experience.
* Trained Barista desirable but not essential.
* High level of customer service skills
* Able to adjust to different age groups and nationalities
* Good organisation and communication skills both written and verbal.
* Willingness to be flexible and up skill across other departments in the business.
* Ability to organise yourself, punctuality and have an ability to work on your own initiative.
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**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.