

General Assistant Café

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 King John's Castle.

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.
- Daily operations of the café business unit
 - Focusing on quality and the standards of the Visitor Experience.
 - Basic preparation, cooking and serving of food.
 - Barista hot beverage preparation.
 - 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.
- Participate in training as requested in line with your role.
- Adhere to and participate in Health and safety training and procedures.
- Follow company policies and protocols in all areas of operations.
- Reporting into Café Team Lead

Essential Requirements:

- Previous 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.

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.