

# COGGES KITCHEN, COGGES HERITAGE ENTERPRISES LIMITED

## JOB DESCRIPTION

### **Job title: Café Front-of-House Assistant**

Hours of work: Various shifts, weekdays and weekends, occasional evenings. Ideally with flexibility to cover colleagues' sickness and holidays. Casual contract.

Hourly rate of pay: Competitive – according to experience

Benefits: Meal on duty. Staff café and retail discount; discounts on selected events Free employee entry to Cogges Manor Farm

Reports to: Chef/Manager

## KEY TASKS

1. Taking orders and payments.
2. Preparing hot and cold drinks and serving food.
3. Providing a high level of customer service at all times, including table-service.
4. Clearing tables and maintaining high standards of cleanliness and tidiness in the café and outside seating areas.
5. Taking all reasonable steps to ensure the health, safety and welfare of yourself, other staff and volunteers, in accordance with the Cogges Health & Safety policy and statutory requirements.
6. Any other tasks as reasonably requested from time to time.

## PERSON SPECIFICATION

To apply, it is essential you meet the following criteria:

- Friendly and personable, with a passion for great customer service
- Good personal hygiene
- Initiative, enthusiasm and a willingness to learn new skills
- Punctual
- Flexible

Desirable:

- Experience in a customer service role within a cafe environment (or similar)
- Experience of till operation and cash-handling
- Barista trained
- Level 1 Food Hygiene Certificate, or be willing to qualify (in work time)

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