**COGGES HERITAGE ENTERPRISES**

JOB DESCRIPTION

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| Job title: | **Front-of-House lead** |
| Hours of work: | Up to 37.5 hours per week.  Weekend working is required, shifts generally 09:00 – 16:30 |
| Salary: | £9/hour for those over 23 years of age.  National Living Wage applies to those under 23 years of age |
| Reports to: | Café Manager |
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| Job purpose: | Delivering a high level of service to Cogges Kitchen Café customers |

**Key tasks**

1. Assisting the Café Manager in serving food and drink for Cogges Kitchen Café customers.
2. Taking responsibility for Café till operation, gaining knowledge and an understanding of the till system at Cogges.
3. Using our hot drinks machines to provide coffees, teas and hot chocolate for café customers.
4. Providing a high level of customer service at all times, including table-service.
5. Assisting the team by serving guests at events and wedding ceremonies.
6. When the Café Manager is away from site, the Front-of-House Lead will be required to take full responsibility for all customer-facing aspects of our cafe. On occasion, the Front-of-House lead may be asked to take responsibility for our Café operation as a whole, acting as the Café Manager’s deputy.
7. Opening up and closing down the café when required to do so, including end-of day cashing-up procedures.
8. 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.

PERSON SPECIFICATION – **Front of House Lead**

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

* Able to demonstrate previous experience of a customer service role within a cafe environment (or similar) for a minimum of 2 years.
* Able to demonstrate the ability to deliver the highest standards of customer service, with enthusiasm and politeness.
* Have previous experience of till operation and cash-handling.