



Job Title: Café Assistant

Location: 43 High Street, Mold, CH7 1BQ

Hours:

- ❖ *Job share position*
- ❖ *5.5 hours every other Saturday with seasonal holiday cover and sick cover available*
- ❖ *Flexibility required in terms of working hours*

Salary: £8 -£12.71 per hour

Job description:

- ❖ *Do you love cake as much as we do? We are looking for a cafe assistant to join our team, assisting the team in the kitchen & the front of house team serving our customers.*
- ❖ *Come spend your working week with us making delicious food & organic fair-trade coffee, while being super clean & organised before, during & at the end of service*
- ❖ *Creating a warm & inviting environment for all our customers & serving everyone efficiently*
- ❖ *Ensuring compliance with all legislation, Health & Safety & food hygiene regulations and guidance*

This role includes:

- ❖ *Demonstrating the highest standards of customer welcome and care when assisting our customers at the counter and delivering orders to tables.*
- ❖ *Having a deep understanding of our menus & specials, allowing our customers to make informed choices, including giving advice, guidance and recommendations on our products*
- ❖ *Being attentive and gracious to customers needs*
- ❖ *Ensuring adequate stock levels of supplies and consumables for the eatery area, managing orders and stock rotation.*
- ❖ *Keeping all areas tidy and clean including clearing tables, and removing waste.*
- ❖ *Handling customer complaints in the first instance and reporting feedback to the Managers.*
- ❖ *Being responsible for security (product and cash), taking payments accurately and being vigilant for shoplifters and fraudulent credit cards etc.*
- ❖ *Keeping up to date with special promotions and helping to create displays.*

The personal skills required for the job:

- ❖ *Kind, Respectful, Honest*
- ❖ *Having a friendly and engaging personality, a good communicator, able to work under pressure.*
- ❖ *Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy providing good service.*

- ❖ *Need to be willing to learn, take instruction and work under own initiative, supporting other team members and able to multitask.*
- ❖ *Assistants will be on their feet for most of the day and may be required to lift and carry trays and crockery, restocking shelves etc.*
- ❖ *An effective, well organised team player with a strong sense of discipline and efficiency.*
- ❖ *Knowledge of till operation and cash handling.*
- ❖ *Excellent standards of personal presentation - smart appearance and be articulate.*
- ❖ *Level 2 Food Safety Certificate desired*
- ❖ *Trained Barista or with previous catering experience advantageous but not essential*
- ❖ *Proactive attitude and solution oriented*
- ❖ *Eager to always learn more & absolutely adores being organised*
- ❖ *Fastidious about quality, provenance & staff well being*