



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

Job Description

Front of House Assistant

Date: October 2018

Job Title: Front of House Assistant

Reporting to: Outside the Box Catering Manager

Hours of work: 8 hours- Weekly Saturday role 9-5pm

Salary: £7.83 per hour

Background

We are a thriving independent café, 'with a difference' that customers love. Outside the Box Café is a dynamic, community café, serving high quality, wholesome food and drinks that also supports adults with a learning disability to lead more fulfilled and independent lives. Adults and young people with a learning disability are at the heart of what we do at Outside the Box. They are our 'members' and a critical part of the overall Outside the Box Team

Purpose of Role

To support the delivery of the highest quality of customer service in the café by helping with the effective and efficient running of front of house services including counter and table services.

Main responsibilities and tasks

- To support the day to day operations of the café leading on the front of house duties alongside barista staff
- Delivering excellent customer service including:
 - Meeting and greeting customers in a friendly and welcoming way.
 - Taking orders from customers and responding to menu and service queries, comments and customer feedback
 - Serving food and drinks including helping with coffee and tea making
 - Ensuring all customer orders are correctly delivered and charged for
 - Helping to make sure the cafe is clean, welcoming and a place where our customers feel comfortable.
- Work with volunteers and members (adults and young people with learning disabilities) in the cafe and associated events/activities.
- Work alongside the rest of the team including Support Workers in assisting with the support of members

- Supporting the coordination of volunteers and the use of volunteers in front of house service delivery
- To be an active and supportive team member, contributing in a constructive manner and treating all Outside the Box members and customers with fairness and courtesy
- To help with cash handling processes within the café including cashing up at end of day.
- Ensuring health and safety and food hygiene regulations are adhered too
- To assist in the set-up, set down and cleaning of the café and kitchen according to procedure on a daily basis and as required
- Assisting with stock control and ordering supplies agreed with the Manager
- Comply with all risk assessments, health and safety, hygiene, equal opportunities and other company policies and procedures
- Assist with promotion and administration of the cafe and maintain all records as required by the Manager
- To undertake other duties that are commensurate with the post.

Person Specification

Essential

Some experience within a busy café environment – training will be provided as required

Knowledge and experience of customer service in catering/hospitality

Passion for excellent customer service

Barista trained or willingness to learn

Ability to work well under pressure and use own initiative

Ability to relate to people of all ages, abilities and backgrounds

Willing to become food hygiene qualified (if not already qualified)

Good standard of general education

Knowledge of and commitment to healthy, nutritious food and drinks

Able to work flexibly and as part of a diverse team (including volunteers and adults with learning disabilities)

A strong commitment to the ethos, social aims and values of Outside the Box

At all times exercise a high standard of personal integrity and professional

To apply for this position, please send a C.V. and cover letter to Jenna Peel (Manager) at cafe@outsidetheboxcafe.com.

Closing Date: Friday 19th October 2018 @ Noon