

JOB DESCRIPTION

Post: Food & Beverage Assistant

Responsible To: Food & Beverage Manager

Summary of post: To serve our customers with excellent, personable and prompt service

Duties and Responsibilities:

1. To provide excellent service to our customers, engaging with them throughout their Macknade experience
2. Undertaking a variety of duties such as Till operation, preparing coffee, food preparation and cleaning duties within the business
3. To accurately process customer transactions at the point of sale.
4. To maintain the counter presentation to a high standard including stock replenishment and rotation
5. To actively participate in stock take
6. To participate in staff meetings and undertake training based on individual and operational needs.
7. To comply with legislative requirements, company policies and guidelines in respect to health & safety and data protection.



8. To ensure the Macknade vision, ethos and values are at the heart of the customer experience at every touchpoint
9. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct
10. To undertake any other duties as reasonably requested.

PERSON SPECIFICATION

Post: Food & Beverage Assistant

Skills and Ability
Friendly and engaging personality
Previous experience of working in a Café or as a Barista
High quality communication skills
Ability to work accurately under pressure in a fast-paced environment
Ability to deliver outstanding customer service
Genuine interest in high quality food and drink

