

## JOB DESCRIPTION

**Post:** Food and Beverage Assistant

**Responsible To:** Head of Food Services

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

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### **Duties and Responsibilities:**

1. To provide excellent service to our customers, engaging with them throughout their Macknade experience
2. Undertaking a variety of duties including Hosting, till operation, preparing coffee, food preparation and table clearing
3. To accurately process customer transactions at the point of sale using upselling techniques to increase sales.
4. To maintain the counter presentation to a high standard, ensuring regular stock replenishment and rotation.
5. To provide the standards of service as set in the Café Standard Operating Procedures
6. To ensure the Macknade vision, ethos and values are at the heart of the customer experience at every touchpoint
7. To comply with legislative requirements, company policies and guidelines in respect to health & safety and data protection.

8. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct
9. To undertake any other duties as reasonably requested.

## PERSON SPECIFICATION

Post: Food and Beverage Assistant

<b>Skills and ability</b>
Friendly and engaging personality
Previous experience of working in a Barista role
Previous experience of working in food service
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