

Post Title:	Location Base:	Reporting To:
Casual Bar/Café Assistant	BH Live Active – Littledown	Bar and Cafe Supervisor

Summary of role

To work as an integral member of the Hospitality Team, providing a cost-effective and high-quality customer focused service.

Key responsibilities

- Provide a high-quality catering service.
- Collection, control and reconciliation of income in accordance with the centre's cash handling procedures.
- Prepare, cook and serve food and beverages as required.
- Make sure all pots, pans and knives are clean, ready for use.
- Wash and put away all servery/hot food pots.
- Brush and mop floor to remove all food debris.
- Wash down all splashdowns, taps, dishwasher and sinks at the end of the day.
- Attend training courses as required to meet the needs of the business.
- Present to the public a high personal standard of appearance and presentation in accordance with the centre's staff charter.
- Maintain the centre's cleanliness, in particular clean, tidy and prepare all areas associated with the catering facilities, in accordance with the set cleaning schedules.
- Assist with the unloading, storing and movement of food and beverage deliveries and other provisions used within the centre.
- Assist in the maintenance of stock levels within the catering/bar areas and comply with related bar and catering administrative duties.
- To be fully aware and adhere to the centres' normal operating procedures and emergency action procedures.
- Ensure customers adhere to the centre's rules and regulations, and licensing laws.
- To have an understanding of our Values & Behaviours.
- The post holder must be prepared to work as a member of a team and assist or carry out the duties of other colleagues within the centre/venue and must be prepared to be flexible in the approach to work to reflect the changing nature of the business.

Skills and experience

Details	Criteria
General level of education (numeracy and literacy)	Essential
Experience dealing with customers	Essential
An understanding of Health & Safety requirements	Desirable
Possess good communication skills	Essential
The ability to work as part of a team	Essential
Flexibility within the job role	Essential
Ability to remain calm in all situations	Essential
Possess a positive approach	Essential
Proactive approach to customer care	Essential
Have a smart and presentable appearance	Essential
To be aged over 18, due to licencing regulations and serving alcohol	Essential

Able to work unsociable hours including late nights, early mornings, weekends and Bank Holidays	Essential
Qualifications	
Basic Food Hygiene Certificate	Desirable

Roles and responsibilities will evolve and change over time.