

## JOB DESCRIPTION – CAFÉ CUSTOMER SERVICE ASSISTANT

<b>TITLE:</b>	Customer Service Assistant
<b>REPORTS TO:</b>	Café Manager
<b>SALARY:</b>	National Living Wage
<b>HOURS:</b>	Part-time hours available, minimum of 20 hours a week.
<b>SUPERVISION/LINE MANAGEMENT OF:</b>	N/A
<b>PRIMARY ROLE:</b>	To provide a welcoming, friendly and exemplary catering service to the customers of Occombe Farm.
<b>MAIN RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Greet customers and take orders at the counter or table</li> <li>• Prepare hot and cold drinks</li> <li>• Process payments using EPOS till, handling cash and card payments</li> <li>• Preparing individual orders</li> <li>• Serve customers at counter or table as necessary</li> <li>• Clearing and cleaning tables</li> <li>• Washing up</li> <li>• Check fridge stock levels and replenishing as required</li> <li>• Stock rotation based on food 'end dates'</li> <li>• Deal with customer enquiries</li> <li>• Assist kitchen staff as required</li> <li>• Check customer toilets as required with occasional cleaning</li> <li>• End of day duties, including cleaning</li> <li>• Putting away delivered stock</li> <li>• Report health and safety hazards and incidents to a Supervisor or Manager</li> <li>• Support café kiosk and other Occombe Farm departments when required</li> </ul>
<b>OTHER:</b>	<ul style="list-style-type: none"> <li>• Some lifting, using equipment, exposure to varying noise levels.</li> </ul>

# TORBAY COAST AND COUNTRYSIDE TRUST

## Person Specification CUSTOMER SERVICE ASSISTANT

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	Fully Barista Trained	H&S training Customer Service NVQ Catering NVQ
<b>EXPERIENCE</b>	Barista Skills	Previous catering experience Previous customer service experience
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Basic food knowledge</li> <li>• Basic health and safety understanding</li> </ul>	Food hygiene Allergen COSHH
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent customer care skills</li> <li>• Communication skills</li> <li>• Organisational skills</li> <li>• Ability to work as an effective team member</li> <li>• Numerate</li> <li>• Attention to detail</li> </ul>	Operating tills
<b>DISPOSITION</b>	<p>Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.</p> <p>You will act as an ambassador for Ocombe Farm.</p>	

### Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.