

CASUAL CATERING ASSISTANT (Bar, Café and Restaurant)

Line managed by the Catering Manager, the Casual Catering Assistant will provide a frontline service for the Everyman, presenting an efficient and welcoming face to the company.

Responsibilities include working in Café, the Circle Bar, Matcham's, restaurant and the Director's Lounge and elsewhere.

- Providing high levels of customer service throughout the catering operation, ensuring customer comfort and satisfaction and maximising sales opportunities
- Assisting with the preparation of catering facilities at the start of a day/shift, and with closing at the end of a day/shift
- Operation of tills and cash handling
- Keeping the catering facilities clean and tidy in accordance with good practice and hygiene regulations
- Light manual handling of furniture when turning rooms around for various functions.
- Maintaining stock levels
- Promptly reporting any customer complaint or problems
- Attendance at Staff meetings
- As a staff member of the Everyman, through his/her duty of care ensuring that the working environment and practices conform to Health and Safety legislation and the Everyman's Health and Safety Policy.
- To undertake such other relevant duties as may be requested from time to time by the Catering Manager or Duty Managers

- Although hours are offered on a casual basis the Everyman believes it is important that staff work often enough to maintain their knowledge of the procedures, policies and health and safety responsibilities expected in this role. Should an employee not carry out any work for eight consecutive weeks the Everyman will assume that they are no longer available to carry out casual work if/when offered and will remove them from payroll.
- The Everyman cannot guarantee work and hours will vary from week to week dependent on the programme. You are expected to attend for the hours shown on the rota and should give at least 24 hours notice (unless illness prevents this) if you cannot attend. In exceptional circumstances it may be necessary to cancel a shift. Should this happen casual staff given less than 48 hours notice of cancellation will be paid for their shift.

Personal Specification

Essential:

- Honest and trustworthy, with references satisfactory to the Everyman
- Cash handling experience and numerate
- High standard of personal presentation and personal hygiene
- Good organisational skills
- Excellent customer care skills
- Excellent team player
- Good communication skills
- Self motivated
- An enthusiasm to learn additional skills required for the role
- Ability to work independently
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Desirable:

- Basic Food Hygiene Certificate (training given)

Hours Day / Evening and Weekend shifts available.

Benefits Discounted tickets for performances and on drink and food