

**Café & Takeaway Kiosk Assistant**

Role Description

Job Title: Café & Takeaway Kiosk Assistant Based ourly rate of £9.30

Hours: Casual

Reports to: The Director through the Café Supervisor

**Do you want to be part of something different?**

Our passion for providing best service in all aspects of our work is reflected in the knowledge that we’re guardians of this historic & iconic Liverpool legacy.

Do you enjoy working as part of a fast paced, passionate team? Do you enjoy helping people and want to provide great customer service? If so, this role could be for you.

**What it's like to work here?**

You’ll be based at the Palm House working in our Cafe – we have just started operating this busy café.

You have the chance to join a vibrant team as we develop our offer in this beautiful setting, a within Sefton Park in leafy South Liverpool.

We are looking to offer a causal role with hours that can be accommodated and discussed at interview.

**What you'll be doing**

With your love of working with people, positive attitude and desire to provide an excellent service, you’ll welcome and look after every customer who visits our Cafe, in this predominately front of house role. Using your excellent attention to detail, you'll ensure all signage is displayed correctly and the food served looks delicious.

As a key member of our busy Café team, you may also be required to help prepare some of our food in the kitchen. In whatever role you are fulfilling within the Café, the Sefton Park Palm House Preservation Trust values will always be at the forefront of your mind, and you'll be proud to share our work with our visitors, and look to maximise sales so that the profit can be reinvested back into our community work

**Who we're looking for**

Our team believe that people deserve more than just ‘good service’ but an amazing experience they’ll never forget, and we are looking for like-minded people to join us.

**You will need to be;**

* Helpful and friendly
* Customer focussed with great communication skills
* Enthusiastic with a willingness to learn
* A team player but also have the ability to work on your initiative

**What you will deliver**

You will deliver exceptional customer service, every time, for everyone’ by understanding what our visitor wants and finding ways to go the extra mile for them. You will maintain high standards of presentation of food and drinks at all times.

Find opportunities to sell our products by developing your knowledge of our products to share with visitors and be aware of our sales targets for the Café and use every opportunity to exceed them.

You will keep accurate stock records and stock checks as and when directed and in line with SPPHPT procedures

Take every opportunity to present the Café operations to the agreed high standards to ensure a welcoming and comfortable environment to our visitors.

You will undertake washing up and general cleaning duties to maintain a high presentation and cleanliness at all times.

Your enthusiasm and supportive approach will help create a great sense of teamwork, working with other staff and volunteers to achieve our objectives.

With our support you will ensure you comply with all relevant legislation and SPPHPT policies to minimise the risk to staff, volunteers and the public.

You will maximise sales at the Café so that the profit can be reinvested into the SPPHPT work and priorities.

October 2021