

Culture Perth and Kinross

Job Profile

Job Title	Café Visitor Experience Assistants (Perth Museum Café)
Salary/Scale:	GE2, 5022 (£14.12 per hour)
Hours	various – the café operates over 7 days per week
Location	Perth Museum
Reports to	Café Shift Supervisor
Responsible for	Contributing to the success of the Team, Café & Museum

Job Purpose

- To deliver a positive visitor experience by creating a clean, friendly, warm and inviting environment.
- To deliver an excellent standard of service delivery and to support customer loyalty, exceed their expectations and motivate them to return time and time again.

Main Tasks:

1. Support with the preparations of the Café service and/or other Catering provision:

- Maintain a positive relationship with all your colleagues.
- Ensure you have a clear understanding of all daily menus and catering options, events on that day & any other services available to customers. Make sure you have a copy of the most up to date allergen/dietary information, ready for service.
- Complete any relevant tasks as requested by the Café Supervisor. Ask for clear instruction if unsure of anything.
- Work with other colleagues to support the 'Taste our Best' quality standards.
- Attend team briefings, where you will receive communications on any Company/departmental information, sales targets, etc.

2. Work as part of the Café team to deliver outstanding service:

- Offer a warm welcome/farewell to all customers, while effectively communicating products, special offers, etc. Pass on any feedback to the Supervisor.
- Provide personal recommendations that may help cater to the specific needs or preferences of the customers.
- Provide a swift and efficient service, ensuring customer needs are being met. Seek feedback at various stages of service and handle any comments professionally. Again, pass anything relevant on to the Supervisor, if required.
- Value regular customers, by remembering their preferences and engaging in meaningful conversation.
- Carry out all tasks as required. Seek help from a colleague/Supervisor if required.
- Have open and supportive communication with your colleagues. Offer your support to another colleague as and when you think you can.
- Keep an excellent level of personal and workplace presentation, during your shift.

3. Stock & Business Controls

- Advise the Supervisor if a product for customers to purchase, is running low.
- Ensure wastage is minimised by careful handling of all products.
- Keep storage areas clean and tidy at all times.
- Keep all Company property secure. This includes payments, food, drinks, etc.
- Carry out any till and administration tasks as per the Company training provided.
- Keep up to date with Company communications, training, promotions, products, etc

4. Cleanliness, Hygiene, Food Safety & Maintenance

- Work to excellent levels of safety & cleanliness in all working areas, at all times. Raise any cleanliness, food safety or quality issues with the Supervisor.
- Undertaken clearing and cleaning of tables as required.
- Undertake cleaning of dishes and utensils as required.
- Any cleaning tasks undertaken, sign them off on the daily cleaning checklist.
- If any cleaning materials you are using are running low, let the Supervisor know.
- Follow all safe systems of work, as per the Company training provided.

The post holder will be required to work on an occasional basis as a casual member of staff, shifts will be available to cover opening hours and occasional evening working may also be available to facilitate events, special promotional evenings and tastings within the café.

This job description is not exhaustive. Over time, the emphasis on any part of the job may change without changing the general nature of the job. Your duties may therefore, from time to time, require to be reviewed to reflect this. Any review will be conducted in consultation with you.

Skills, Knowledge & Experience Required (in no particular order)
<ul style="list-style-type: none">• <i>Some experience in similar or relevant job roles.</i>• <i>Shows accountability by taking ownership and delivering results.</i>• <i>Willingness to grab the initiative and make decisions.</i>• <i>Take responsibility, think-on-your-feet and solve problems.</i>• <i>Passionate about sales and achieving targets.</i>• <i>Excellent communication skills with customers and other staff.</i>• <i>Hygiene, Health and Safety focussed.</i>• <i>Punctual, organised and trustworthy.</i>• <i>Professional appearance.</i>• <i>Supports a positive and inclusive working environment.</i>• <i>Attention to detail.</i>• <i>Ability to resolve conflict in a constructive, supportive manner.</i>