

Job Profile
Catering team member

Job Purpose To provide exceptional customer service in the area of food & drink (f&d) across any number of our food and drink outlets.

Key Responsibilities and Accountabilities

Responsibilities

To provide exceptional waiting service or counter service to f&d unit customers.
 To provide a professional, pro-active and friendly customer service within food and drink.
 To efficiently take, produce and serve correctly, customers f&d orders.
 Contribute to the production of lunch items, snacks, light meals, fish & chips, desserts and drinks and other menu items.
 To prepare and clear tables, whilst ensuring customer expectations are exceeded.
 To assist with kitchen preparation and unit cleaning duties when required.
 To assist with monitoring stock levels when required.
 Complete specific tasks associated with the preparation of resources for hire & hospitality functions.
 To demonstrate flexibility in the range of tasks types completed.
 To correctly merchandise and replenish displays within set guidelines.
 To confidently use a touch screen till and prepare till drawer for shift end reconciliation.

Accountabilities

Providing exceptional customer service.
 Personal adherence to internal audit standards/controls and cash handling procedures.
 Compliance with the current 'food & drink operational document'.

Dimensions

As part of a team, contribute to service for up to 200 lunch and snack covers per shift with a maximum estimated sales value of £2,000 per day in peak periods.

Working Relationships

Interaction and communication with other team members, chefs and managers.
 Daily direction from unit manager, area leader or other manager.
 Periodic reporting and discussing minor issues with the DGM if / when required.
 Dealing with incoming goods delivery persons in the absence of area leader or manager.

**Person Specification
(competencies, qualifications & experience)**

Essential

- Substantial waiting / counter service in a similar high volume, quality coffee shop / restaurant / retail environment, including till operation.
- Excellent customer care skills
- Excellent interpersonal communication skills
- Experience of and enthusiasm for delivering a fresh, local and seasonal f&d offer.
- Excellent standards of personal presentation and attention to operational details.
- Flexible approach to working hours.
- Ability to work under pressure.

Desirable

- Recognised industry training/qualification
- Basic food hygiene certificate.
- Barista coffee making experience.
- Experience of new unit mobilization or openings.
- An interest in the work of the Museum.

Reports to: Food & drink Team Manager
 Hours: Casual
 Grade: Service Delivery 1

Black Country Living Museum Trust
 Tipton Road, Dudley, DY1 4SQ, United Kingdom
 www.bclm.com Charity No. 504481 Co. No. 1226321