

Hoghton Tower

Title: Tearoom Assistant

Reports to: Front of House and Hospitality coordinator.

General Description of Job: Prepares and sets up front of house area. Provides an efficient and courteous service for customers and visitors. Streamlines work from front of house to the kitchen. Builds and maintains a good working relationship with Line manager and the Hoghton Tower team.

Responsibilities:

- Welcome customers on arrival.
- Anticipate and meet customer needs throughout their visit to ensure satisfaction.
- Advise customer on products and drives sales at every opportunity.
- When clearing tables interact with customers to check food quality and enhance experience.
- Clean food preparation areas as determined by law and company policy.
- Operate the till, ensuring accurate and efficient operation, including managing queues and implementing opening and closing procedures.
- Deal with customer complaints in a courteous and efficient manner, escalate to line/duty manager where appropriate.
- Prepare, serve and display all products to correct standards.
- Prepare front of house set up before the arrival of customers.
- Estimate expected front of house food consumption and organise preparation
- Portion, arrange, and garnish food based on client preference and to tearoom specification.
- Assist other cooks/kitchen assistants during the food assembly/preparation process
- Communicate food adjustments required to the kitchen to accommodate customers with allergies or specific diet concerns.
- Liaise with team members to ensure proper food service temperature is maintained.
- Operate various kitchen appliance such as an oven, grill, microwave, toaster, water boiler, coffee machine, pot washing etc
- Clean up after business hours
- Communicate with Line Manager about how to improve meal service, feedback consumer suggestions.
- To be available for shifts during open house season, private bookings & events.
- To attend staff meetings & training as required

Required Behaviours;

- Able to work as part of a team, maintaining friendly, positive and professional working relationships with colleagues.
- Provide consistently excellent customer service with a smile.
- Communicate effectively with line manager and team members.
- Follow job lists for each day and work in line with business procedures, ensuring operational efficiency.
- Take pride in our tearoom environment and quality of food served.
- Ensure work is executed to the correct standards in a timely manner.
- To be punctual for shift start times.
- To have highest standards of personal presentation and hygiene
- Appropriate standard of dress according to Tearoom uniform standards.

Health & Safety:

- To adhere to the Trust's health & safety documentation relating to the Tea Room.
- To complete any/all health & safety training required to perform safely in role.
- To ensure that the Trust's health & safety standards are adhered to at all times.
- To be ready for health & safety audits at short notice.

Stock Management

- Ordering and storage of food, beverages and cleaning products liaising with line manager on any additional stock changes or requirements
- To check all deliveries of stocks as they arrive against delivery notes and to record all returns.
- To maintain good relations with all suppliers.
- To control correct location and storage control of foods in line with food safety disciplines.
- To keep an accurate record of all wastage and stock loss for whatever reason.

Person Specification

	Essential	Desirable
Experience	Customer Service skills and experience Working with the general public Stock control, ideally in a food environment	Working in a food environment.
Qualities	A friendly and confident demeanour A sense of responsibility to the ethos of the organisation A flexible approach to working Excellent communication and people skills Ability to articulate self clearly Efficient and reliable	
Knowledge of	Food handling and food hygiene	Current licensing laws
Qualifications	Food Hygiene qualification	Emergency First Aid

Terms and Conditions of Appointment

Job description: The job description is a guide to the duties that the tearoom assistant is required to undertake. They may be changed from time to time by agreement to meet changing circumstances.

Normal hours of work: Various contract hours available, on a permanent seasonal contract basis. Shifts to be agreed depending on contract hours, to include weekends and occasional evening events. Open season runs from the first Sunday in April to the last Sunday in October, outside of open season the hours will be as required to meet business needs. You will be entitled to an unpaid break of half an hour each day. Time off in lieu may be taken in respect of hours worked over and above the normal hours by agreement with the line manager.

Salary: In line with national minimum wage.

Annual leave: Holidays in line with standard variable hours contract. The holiday year runs from 1 April to 31 March. You are entitled to 5.6 weeks' holiday a year, inclusive of any bank/public holidays that you may be permitted to take, calculated at the rate of 1/52nd for each complete week of service remaining in the current holiday year.

Probationary period: This post is subject to a probationary period of three months. There will be a staff review at 3 months and again at 6 months. This period can be extended.