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19 April 2016

Dear Applicant

Thank you so much for your enquiry regarding the vacancy of **Café Bar Assistant**.

Norden Farm is a vibrant, multi-art form venue, comprising a live event, cinema and classes programme that also facilitates commercial hires, including conferences, seminars, trade shows and meetings. Every member of the team makes a real difference to its success.

I am pleased to enclose an application pack consisting of the following:

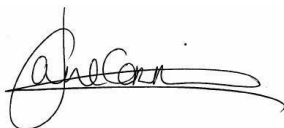
- Job Description and Person Specification
- Equal Opportunities Monitoring Form
- Application Form

Please ensure that you read all information thoroughly before applying. Application should only be made on the enclosed application form (attaching continuation sheets where necessary), answering each section fully. CVs are not accepted. Please email applications to admin@nordenfarm.org

Application Deadline: Tuesday 10 May, 4pm

I look forward to receiving your application and thank you for your interest in the position.

Best wishes



Jane Corry
Chief Executive & Artistic Director
Norden Farm Centre for the Arts



Café Bar Assistant Job Description

Post Title:	Café Bar Assistant
Hours:	Full Time, 42 hours (mostly evenings and weekends)
Salary:	£15,000 p/annum
Base:	Norden Farm Centre for the Arts
Reporting to:	Café Bar Supervisor / Events & Operations Manager

Job Summary

To provide a quality, welcoming Café Bar service at our vibrant arts centre, meeting customer orders accurately from our tariff with a high level of efficiency and customer service.

The position is full time for 42 hours p/wk inclusive of 30 minute breaks. Many shifts are evenings or weekends.

Holiday provision is 23 days p/year plus bank holidays or equivalents.

Job Responsibilities

1. To ensure bar is correctly set out, that the Café bar seating area and counters are clean and tidy and that it is fully supplied throughout your shift: to ensure your area is clean at the end of a session.
2. To have a complete knowledge of all tariff items and how they are dispersed and served. (training will be given on any area that is identified)
3. To be fully aware of and work to the Company's established service procedure. To greet customers in a smiling friendly manner and maintain cordial relationships at all times.
4. To ensure all customers are served with the highest levels of customer service possible.
5. To always work safely and in a manner which is without risk to others.
6. To work as a member of the team in your work area providing help and assistance as required. To communicate at all times with members of your team in your work area.

7. To accurately ring each item into the till and to carefully and accurately receive money and prepare a customer's change.
8. To ensure that the 'over-ring / under-ring' is followed exactly on every occasion.
9. To conform fully to Company policy for tips from customers (note - staff are not allowed to take personal money to their work station).
10. To be aware of and ensure adherence to the British Licensing Laws.
11. To refer any customer complaint of having been given the wrong change to the shift leader without delay.
12. To refer any customer complaint to management without delay.
13. To report any accident and defect or damage to equipment and premises to management immediately.
14. To maintain the highest standards of personal cleanliness and hygiene at all times.

Please note the above list is not exhaustive - in addition to these duties and responsibilities the Café Bar Assistant is required to carry out any other reasonable duties that may be required from time to time.

Person Specification

Essential

Candidates must be able to demonstrate:

- Experience in a similar role or transferrable skills
- Delivery of high quality customer service
- Cash Handling experience
- A cheery, can-do approach to working life
- Strong communication skills
- Attention to detail
- Experience/ ability in working alone, remaining self motivated
- Problem solving abilities
- Good team working skills

Desirable

- An interest in the Arts

