

# Café Assistant (Parks Service)

Reports to: **Supervisor or Manager on duty**

Direct reports: **N/A**

Evaluation: **328 points**

Grade: **N2**

Reference: **A5542**

## Purpose

To provide an excellent experience for all café customers. Deliver food and drink service efficiently and professionally within a busy environment.

## Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Take customer orders and payments using the EPOS till operation.
2. Prepare and serve hot and cold drinks, snacks, ice cream and light meals.
3. Deliver exceptional customer service, ensuring customers feel welcome and valued.
4. Manage queues and clear tables promptly to ensure that service levels are maintained during busy periods.
5. Keep all café areas and public facilities clean and tidy, supporting cleaning schedules.
6. Responsible for the security of products and payments, ensuring that payments are taken accurately, being vigilant for shoplifters and fraudulent payment methods.

7. Adhere to all requirements of the opening and closing procedure of the cafés, and all aspects of the daily operation to ensure smooth service.
8. Participate and contribute to team training, helping to build a culture of continuous development within all Café outlets.
9. Be flexible in your approach to work, occasionally assisting at other café locations in line with business needs.
10. Be an ambassador for Newcastle City Council whilst at work, helping promote the work of the Parks Service.
11. To promote and implement our Equality policy in all aspects of your employment.
12. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.