



## **FRONT of HOUSE LEAD (part time)**

**Department / Section: Front of House**

**Reports to: Asst General Manager Operations. No direct reports.**

**Responsible For: Managing cafe staff and volunteers whilst on shift.**

### **Hours of work & Remuneration**

The cafe is open between 830am and 4pm Monday to Friday and from 9am to 2pm Saturdays. This role is part time and is permanent based on contracted rota. Shifts and hours to be agreed, paid monthly by PAYE. Holiday Pensions and cafe benefits included. Salary is competitive and is dependent on skills and experience.

### **Main purposes of position**

1. Manage Front of House staff and Volunteers on shift, with support from Assistant General Manager Operations when needed
2. Oversee front of house duties to ensure the area is set up at the start of a shift, cleaned at the end of a shift and kept clean and tidy and fully stocked at all times.
3. Ensure all staff and volunteers maintain high standards of customer service.
4. Deliver on-boarding and training for new Front of House volunteers and staff
5. Deliver consistent offering for the cafe and provide continuous development of cafe offering, through collaboration with other Front of House Leads, and Asst General Manager Operations

### **The Role**

- To welcome café users, take orders and serve food as required
- Prepare and serve hot beverages using the barista coffee machine
- Work with the chef to deliver cooked food items to customers in a timely manner
- Delivery of excellent customer service
- Taking orders at the till, handling money and daily till reconciliation
- Cleaning duties as required
- Set up, stock and maintain the counter display and chiller cabinet
- Escalating customer concerns and complaints to management
- Complying with relevant safety, hygiene and service standards and procedures
- Execute events as planned whilst on shift

### **The Person**

- 100% customer focused
- A passion for dealing with people in a customer facing role
- Confidant and sociable
- Ability to work as part of a team and work closely with others



- Excellent communication skills
- Ability to work under pressure
- Diplomacy and ability to handle difficult and sensitive situations, should they arise
- Good humour and excellent interpersonal skills are essential

## **Qualifications**

- Minimum two years' experience within a customer interfacing role
- Experience within the catering and hospitality is preferable
- Café/restaurant service experience is preferable, although full training is provided
- Experience of managing others desirable
- Maths & English GCSE pass or equivalent a prerequisite
- Highly proficient in spoken and written English
- Food hygiene Certificate Level 2 (not compulsory)