



JOB DESCRIPTION

Post: Bar Dispense Staff

Department: Tate Eats

Reporting to: General Manager, Assistant Manager, Restaurant Supervisor

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

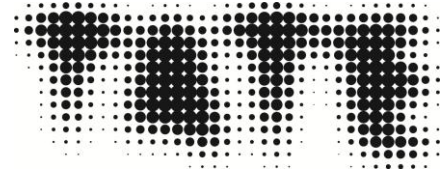
The Department: *Now entering its 25th year, the Restaurant at Tate Modern is at a pivotal moment with fresh leadership to guide its next phase. The views across the London skyline, the Thames, and St. Paul's Cathedral provide a stunning backdrop, complemented by a well-curated wine cellar, craft beer selection, and creative cocktails.*



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service by preparing and serving impeccable hot and cold beverages and helping to maintain a welcoming, clean and safe environment in the Tate Modern Restaurant.



Main Duties and responsibilities:

- Prepare and serve coffee and teas as well as alcoholic, non-alcoholic drinks, and other hot drinks as per customer orders and drinks orders from servers, consistent with Tate Eats standards.
- Provide a friendly and courteous service to all customers in the Bar.
- Update own product knowledge to confidently describe drink choices as well as coffee and tea choices.
- Operate coffee making equipment, ensuring the hot beverage operating standards and procedures are adhered to.
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
- Routinely clean and maintain equipment including grinders and back flush espresso machine as well as maintain a clean steam wand and regularly clean baskets, portafilters and shower screens.
- Dial new coffees and make regular grinder adjustments throughout service.
- Prepare garnishes for drinks and gain a good knowledge of all cocktails on offer at Tate.
- Maintain bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages in the Bar offer.
- Communicate customer complaints or concerns to the manager on duty.
- Record and accurately process orders using the POS system.
- Accept customer payments, process credit card charges and cash payments accurately.
- Report all equipment problems and bar maintenance issues to a supervisor.
- Wash and sterilise glassware.
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
- Assist the restocking and replenishment of bar inventory and supplies.
- Set up and break down the bar to standards set by Tate Eats.
- Participate in regular stock takes and ensure stock is ordered effectively.
- Protect the security of the stock in the cellar and behind the bar.
- Ensure that deliveries are correct and received in accordance with company procedures and that the security of stock is maintained and waste minimal.
- Adhere to Tate's management of health and safety standards.
- Adhere to and take ownership for the correct completion of checklists.
- Ensure all relevant legislation is adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these.
- Perform any task relevant to the operations as directed by the Manager.



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The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role

Person Specification

Experience, skills and competencies

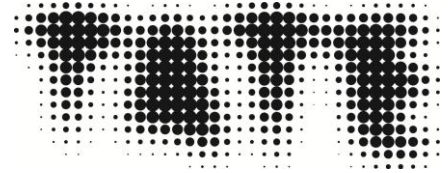
Essential:

- Previous experience as a barista.
- Awareness of alcohol licensing regulations.
- Growing knowledge of wines, cocktails and spirits.
- Great knowledge of and enthusiasm for coffee.
- Working knowledge and understanding of espresso and filter extraction.
- Demonstrate ability to clean and maintain coffee equipment including grinders and back flushing espresso machine.
- Ability to dial new coffees and make regular grinder adjustments.
- Consistently produce high quality micro foam and latte art to the required temperature.
- Excellent customers skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Professional attitude and appearance at all times.
- Ability to work at pace, under pressure and unsupervised at times.
- Can act as a positive role model to new and existing members of staff.
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed.
- Has an appreciation of health & safety, food hygiene and COSHH regulations and policies.
- Some understanding of how costs are controlled and waste minimised.
- Availability to work on a rotational basis, including weekends and some evenings.
- Ability to spend your shift on your feet.
- Prompt timekeeping and good time management.



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- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.
- Open to feedback from others.

Desirable:

- WSET qualifications
- Active interest in specialty coffee.
- Experience gained in a specialty coffee shop.
- SCAE accredited training.
- Awareness of the requirements of Food Allergen Regulations



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