



## JOB DESCRIPTION

**Post:** Waiting Staff

**Department:** Tate Eats

**Reporting to:** Restaurant Managers and Supervisors

**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 Disability Confident Scheme**

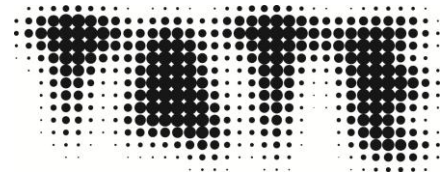
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

### **Purpose of the Job:**

Contribute to Tate Eats' aim to deliver exceptional service by providing the highest possible level of customer service and care.

### **Main Duties and responsibilities:**

- Provide all customers with the highest possible level of service and care
- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them
- Ensure knowledge of products and product presentation is up to date and accurate
- Ensure all food and drink served is presented as stated and to Tate Eats Standards
- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them
- Set up and break down the restaurant in a timely manner and to Tate Eats standards
- Ensure that the cleanliness of the outlet is maintained



- Ensure checklists are updated correctly and on time
- Communicate effectively any information regarding service, staff and customers to the manager on duty
- Ensure that all daily cash pouch totals are correct and that any corrections made are clearly recorded
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping
- Ensure all relevant legislation and Tate standards are 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 pertinent to the operation as directed by Supervisors or Managers
- Above all, be a proactive and positive member of the Restaurant team, willing to operate wherever help is needed.

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.

## Experience, skills and competencies

### Essential:

- Previous experience working as waiting staff in a busy restaurant environment.
- Passionate about Food and Beverages
- Working knowledge of POS and booking systems
- A positive member of the team conveying a professional attitude and appearance at all times.
- Exceptional customer service skills, demonstrating actively listening, problem-solving and adaptability
- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with Chefs, Kitchen Porters, Front of House team members and a diverse range of guests



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- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Ability to multi-task and maintain high degree of accuracy whilst working 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
- Available to work flexibly across the week, on a rotational basis (Monday to Sunday daytime, including Friday and Saturday evenings)
- Ability to spend your shift on your feet
- Willingness to learn and develop in the role
- 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:**

- Previous experience within a high-end restaurant environment
- Awareness of the requirements of Food Allergen Regulations



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