



JOB DESCRIPTION

Post: General Assistant Front and Back of House

Department: Tate Eats, St Ives

Reporting to: Head Chef and Senior Supervisor

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate. 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.

About the role: Contribute to Tate Eats' aim to deliver exceptional service in a fast-paced, customer-facing catering environment by ensuring the allocated food and drink areas are run smoothly and efficiently and by helping to maintain a welcoming, clean and safe environment.

Main Duties and responsibilities:

Front of House:

- Play an integral part of the customer's enjoyment of their Tate Eats experience by providing the highest level of customer service and care
- Be conversant with all food and drink specifications including pricing
- Ensure all drinks and food served meet the set Tate specifications
- Maximise sales through up selling and suggestive selling
- Record and accurately process orders using the POS system



- Accept customer payments, process credit card charges and cash payments accurately in line with Tate standards
- Effectively communicate any information regarding service, staff and customers to the manager on duty

Kitchen:

- Ensure the washing up of service crockery, glassware and cutlery is regularly completed throughout your shift.
- Assist in the preparation of food, ensuring all the necessary work is completed prior to the start of service
- Control wastage by maintaining the correct stock levels and rotation of food.
- Report problems relating to the smooth operation of kitchen to the manager and supervisor
- Assist with the recording of relevant allergen information as required by law.
- Consistently adhere to the agreed standards of food preparation and presentation
- Assist in the daily receiving food and related supplies to the kitchen
- Adhere to the safe use of the kitchen, equipment and environment under the Health and Safety at work acts, food hygiene and other relevant regulations and company procedures
- Report all accidents and defects in kitchen equipment to the manager or supervisor
- Ensure all work areas of the kitchen, dry stores and refrigeration are always maintained in a clean and hygienic condition, and at the end of your shift
- Ensure all food stuff are always labelled and dated
- Ensure all HACCPs procedures are followed

General:

- Ensure the correct set up, breakdown and cleaning checklists are used and that Tate cleanliness standards are always maintained
- 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
- Use the correct chemicals on the correct surfaces and appliances to maintain the cleanliness of the kitchen, according to COSHH regulations
- Perform any task pertinent to the operation as directed

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,



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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 in a fast-paced, customer-facing catering environment
- Fluency in spoken and written English
- A positive member of the team always conveying a professional attitude and appearance.
- Exceptional customer service skills, always demonstrating a professional attitude and appearance
- 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.
- Ability to work at pace, under pressure and unsupervised at times
- ~~Can demonstrate a flexible, pro-active approach and willingness to operate wherever help is needed~~
- Can demonstrate 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
- Able to work on events as and when required by the business
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend most of your shift on your feet
- Prompt timekeeping and good time management
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate

Desirable:

- Good knowledge of licensing laws and legislation
- Previous experience within a similar café/museum environment
- Previous experience in working a deli style café environment
- Awareness of the requirements of Food Allergen Regulations



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