



JOB DESCRIPTION

Post: Café / Bar Staff

Department: Tate Eats

Reporting to: FOH 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.



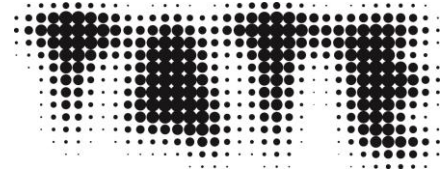
The Disability Confident Scheme

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 preparing and serving impeccable alcoholic and non-alcoholic beverages, 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:

- Provide a friendly and courteous service to all customers in the Café and Bar.
- Prepare and serve alcoholic and non-alcoholic drinks as per customer orders and drinks orders from servers, consistent with Tate Eats standards.
- Update own product knowledge to confidently describe drink choices.
- Be a proactive and positive member of the Tate Eats team, willing to operate wherever help is needed, bar and Café area
- Maximise sales through up-selling and suggestive selling



- 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
- Prepare garnishes for drinks
- Maintain bottles and glasses in an attractive and functional manner to support efficient drink preparation and promotion of beverages
- 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, storage areas for both bar and the Cafe
- 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

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:

- Experience in serving hot and cold beverages



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- Awareness of alcohol licensing regulations
- Showing interest in gaining knowledge of cold and hot beverages
- Excellent customer 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 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 evenings
- Ability to spend long shifts 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
- Open to feedback from others

Desirable:

- WSET qualifications
- Awareness of the requirements of Food Allergen Regulations



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