

JOB DESCRIPTION

CAFE ASSISTANT

Reports to: Cafe Supervisor
(Cafe Cook in Cafe Supervisor's absence)

Location: Thetford

Contract Period: Fixed term: 25th January 2012 to 31st October 2012

Reward Package

- **Hourly rate:** £6.84 per hour (including holiday pay)
- **Holiday Entitlement:** 28 days holiday (pro rata) has been included in basic salary and is operated via Holiday Scheme
- **Flexible Working Hours:** Nil guaranteed hours. Hours will be rostered by the Cafe Supervisor. Four weekly pay period.
- **Bonuses:** Available to those Assistants who work as a Duty Supervisor @ £20 /day
- **Childcare Vouchers:** This is a tax free scheme to assist with childcare costs
- **Retail Discounts:** We have many discounts arranged with outdoor retailers
- **Cycle To Work Scheme** Where eligible

Main Duties and Responsibilities

- To work with other Assistants in all aspects of your area
- To assist the Cafe Supervisor and/or Duty Supervisor with management of the Cafe by presentation of the food and beverages offered for sale
- To account for all incomes (including cash taken at tills) and expenditures, discounts and wastage relating to the food and beverage provision as above
- To ensure good timekeeping and performance and to comply at all times with the security and vetting procedures and uniform as instructed.
- To assist the Go Ape management team to maintain the highest standards of hygiene and health and safety at all times and throughout all the catering operations
- To take customer orders communicate with the kitchen and receive payments in line with company procedures
- To aid in all aspects of the running of a busy cafe including both front of house and back of house duties

Health and Safety

At all times, and in accordance with company procedures and training:

- comply with all health and safety policy, measures and legislation
- follow all Health and Safety procedures and safe systems of work
- ensure your own safety and those with whom you are working
- ensure the safe operation of the cafe and use equipment in a safe manner
- maintain the security of the cafe and equipment
- assist with Risk Assessments and Method Statements where required
- apply first aid when necessary appropriate to your skill level
- report all safety matters to the catering supervisor

Financial Management

- operate the till and take receipt of payments
- ensure all cash, cheque and credit card transactions are completed according to company directives
- bank payments, as requested by your Supervisor or Area Manager

Customer Service

- assist with customer enquiries & bookings
- welcome customers and ensure their orders are processed efficiently
- do everything within reason to minimise customer complaints and maximise customer satisfaction.

Cafe Management

- ensure all administration, documentation, logs and records are compiled, updated and stored as per company procedures
- remove litter from and maintain the Forest cafe in good, clean and serviceable order
- notify your Supervisor and/or Area Manager of any problems
- attend meeting with Adventure forest management, as required

Marketing

- meet communication standards set by Go Ape Management
- business development in conjunction with management
- build and maintain good working relationship with key parties including:
 - Go Ape personnel, suppliers, landowner's representatives, contractors, members of the public, customers, HSE and Environmental Health Officers, insurers and the press

Personal Professionalism

- read and comply with the Company Handbook
- visit and work at other sites and attend training, as required

PERSON SPECIFICATION

Essential

1. Must be punctual, with a professional outlook, able to work under own initiative without supervision
2. Basic First Aid Certificate (to be obtained prior to start date)
3. Basic Food Hygiene Certificate (to be obtained prior to start date)
4. Customer service background with drive and enthusiasm to achieve
5. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
6. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
7. High energy levels with cheerful disposition and the ability to work under pressure
8. Full driving licence and own transport

Desirable

1. Catering experience
2. Must be able to demonstrate attention to detail and follow company procedures

Our Values

- To do our bit to keep *adventure* in adventure (zero risk = zero development)
- To challenge, surprise and excite
- To encourage “I can’t” to become “I can”
- To be socially and environmentally responsible
- To create worthwhile, rewarding employment
- To do the right thing

Our Mission

- To be the best Forest Adventure company on the planet

Our Vision

- “Creating adventures; encouraging everyone to live life adventurously”

Our Plan

- To grow to 70 Adventure businesses worldwide by 2015
- Go Ape offers physically and mentally challenging fun, laughter and adventure. If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in