

JOB DESCRIPTION

CAFE COOK

Reports to: Cafe Supervisor

Location: Thetford

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

Reward Package

- **Hourly rate:** £8.00 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.
- **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

Job Role

The Cafe Cook's role is to work alongside the Cafe Supervisor to successfully run the cafe and meet customers' expectation of food and beverage and customer service. This includes responsibility for all aspects of hot food and cold prep kitchens. The role will also involve working with Adventure Forest Ltd's management team to achieve the best possible quality of food and beverage provision.

Main Duties and Responsibilities

- To set and maintain, the highest standards of customer service in the cafe
- To work with and advise staff in all aspects of your area
- To manage the Hot Food and Cold Prep areas, and to be responsible for the presentation and presentation of the food for sale
- To assist in menu costing, planning of the kitchen operation, planning for future developments
- To be responsible for the monitoring and control of stocks and wastage, undertaking stock takes at regular intervals with the assistance of the management team
- To work with the management team, on purchasing and other projects as required
- To ensure good timekeeping and performance by staff, and to comply at all times with the security and vetting procedures and uniform for staff as instructed
- To assist the Adventure forest management team, to maintain the standards of hygiene and health and safety at all times and throughout all the catering operations
- To provide management cover when the catering supervisor is off.

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
- apply first aid when necessary appropriate to your skill level
- report all safety matters to the Cafe Supervisor (or Area Manager in their absence)

Customer Service & Cafe Management

- do everything within reason to minimise customer complaints and maximise customer satisfaction
- assist Cafe Supervisor, as required
- attend meetings with adventure forest management, as required

Marketing

- meet communication standards set by Management
- business development in conjunction with adventure forest 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 adventure forest 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. Catering background with drive and enthusiasm to achieve
5. Excellent interpersonal and communication skills and high standard of personal hygiene and appearance
6. Must be able to demonstrate attention to detail and follow company procedures
7. Must be an enthusiastic team player and be able to work with other colleagues in a dynamic business
8. High energy levels with cheerful disposition and the ability to work under pressure
9. Full driving licence and own transport

Desirable

1. Previous management experience
2. Catering experience
3. IT skills: Word processing, Excel, etc.

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