

## Café Team Assistant

At Macknade Fine Foods we pride ourselves on our reputation as the South East's leading independent retailer. Day to day, that reputation lies in the hands of our staff, who we trust wholeheartedly to deliver the exceptional service expected of us.

With over 30 years of experience, we know not only what our customers expect, but what we should expect from our staff.

We look for individuals with charisma as well as experience and a genuine interest in great food. We employ staff with a professional attitude, with a strong customer focus and a desire to learn more about the produce we sell. Most of all, it is crucial that anyone we employ takes pride in working for Macknade Fine Foods, enjoys their work and takes ownership of their responsibility, thus fitting in well with the rest of the team.

### The Role of the café assistant

- To serve our customers, delivering an excellent, personable and prompt service.
- To engage in conversation with customers throughout their journey in our food hall and cafe.
- To take a genuine interest in the food and drink that we serve and sell within the store learning every day and sharing this knowledge with team members & customers
- To maintain health and safety standards, food hygiene, cleaning of the food hall and employee areas.
- To positively engage with all work colleagues and support in any areas as required.
- To ensure our counter presentation is maintained to our high standards with frequent replenishment taking into account stock rotations and quality control.
- To actively participate in our monthly and quarterly stock takes and inventory control.
- To accurately process customer purchases at point of sale
- To contribute in all team meetings and training courses.

- To maintain high energy levels and carry out all duties productively.
- Any other duties and tasks as required.
- Accountable to the duty managers and store manager.

### Key skills

- Charismatic, energetic, positive and engaging personality
- Excellent customer service skills
- Genuine interest and love for food and our business
- Attention to detail, organized and methodical to minimize being wasteful
- Commercially and financially aware
- Team oriented, committed, proactive and flexible
- An ability to work quickly and accurately
- Honest, discreet and trustworthy
- Previous experience working in food service ideally
- Previous Barista experience also ideal but not essential

### General Requirements

In addition to the above, there are some general requirements that apply to all roles within the company

- Participation in staff meetings as required
- Participation in personal development and review schemes
- Participation in any relevant quality assurance systems
- All duties must be carried out to comply with Health and safety requirements

### Hours of Work

- Hours as required including regular weekends and Bank holidays as agreed on the rota. Based on 25.5 hours per week.
- Regular café opening hours are 8.30-5.30, however, early mornings and occasional evening work is required, and shared equally across the team.