



MAYFLOWER COLLEGE

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JOB DESCRIPTION: Café assistant

Job Title: Café assistant
Based at: Mayflower College, 1 Radford Road, the Hoe, Plymouth, PL1 3BY
Reports to: General Manager

Period: 12 month contract (includes a 6 month probationary period)
Pay: Starting salary £7.50 per hour (includes a 6 month probationary period)
Due to Mayflower being a seasonal business, hours of work will increase slightly during the summer months.
Off peak season: January to May and September to December
Hours of work: 10.45 – 13:45hrs (3 hours per day, Monday to Friday)
Peak season: June, July and August
Hours of work: 10.15 – 13:45hrs (3 hours 30 mins per day Monday to Friday)
Holiday entitlement: 4 weeks holiday entitlement, in addition to public/bank holidays* *Please note: holidays during June, July and August are restricted due to being the peak season.*

Job summary (overall purpose)

The job involves running the café in an English language school. The nature of the business is seasonal, so the café is busiest during the summer months of June, July and August. We are looking for someone who has a friendly and engaging personality, to initiate conversations with the international students and provide a sincere welcome and good standard of service. As you are running the café alone, you must be happy working under your own initiative.

The café offers a range of hot and cold drinks, food and snacks. Food is not prepared on site, but bought in from a café over the road. Therefore you will take food orders during the morning break and then telephone the order through to the café over the road, for them to deliver to Mayflower at lunchtime. As food is not prepared on site, a Food Hygiene certificate is not required but training can be provided.

The job also involves ordering supplies for the café and college (and ensuring menu prices reflect any increases in costs). As the café serves students over and under the age of 18 years, an enhanced DBS check will be required for this role.

Key areas of responsibility:

- Assist in preparation and cleaning of café area and kitchen area before, during and at the end of break time and lunch times*.
- Set up the snacks and drinks for sale each day. Check that prices on the drinks and snacks for sale are correct.
- Serve students efficiently and politely with their food and drink orders and take payments.
- Operate the till, cash handling and cashing up.
- Have high standard of personal hygiene and presentation (smart appearance and politely spoken).

*Off peak season: January to May and September to December

Hours of work: 10.45 – 13:45hrs (3 hours per day, Monday to Friday)

Adult Students Break-time: 11:00 – 11:15hrs and Students Lunchtime: 12:30-13:30hrs

*Peak season: June, July and August

Hours of work: 10.15 – 13:45hrs (3 hours 30mins per day Monday to Friday)

Junior Students Break-time: 10:45 – 11:00hrs and Junior Students Lunchtime: 12:15-13:15hrs

Adult Students Break-time: 11:00 – 11:15hrs and Students Lunchtime: 12:30-13:30hrs

Areas of direct responsibility (daily) include:

1. Set up the café ready for opening ensuring there is enough milk – you can buy from the shop opposite – you may want to do this on your way to college (usually 2 x four-pint semi-skimmed bottles).
2. Collect the cash money from the office (usually a £80 float) and set up the till.
3. Arrange the food/drinks on display: cold drinks and pre-packed snacks for sale, ensure prices showing correctly.
4. Make sure that the cafe looks clean and tidy before students come down (including clean tables. refilling salt, pepper/sauce and sugar containers and making sure there are napkins and cutlery available for students).
5. Brew some coffee at about 10.55am
6. Serve students during their break (11.00 – 11:15am and from 10.45am during the summer months). Remember that students are non-native speakers, learning a new language, so be as helpful as you can and repeat orders/amount, help with collecting cash to ensure they have given you the correct money.
7. After break-time has finished (11.30hrs - 12.30hrs or between 11:30 and 12:15hrs during the summer) please clean and tidy the café and kitchen areas. This includes: collecting and washing the cups, plates and any dishes. Cleaning all the tables and surfaces and display stands. When you have time, please clean the kitchen behind the café and the windows inside the café as well.
8. Please also mop the floors of the ladies and gents toilets after each break-time.
9. At about 12.25hrs make some coffee.
10. Be ready to serve students for lunchtime (during the summer the junior students finish for lunch at 12.15hrs, adult lunch time commences at 12:30hrs).
11. Close the café at 13:30hrs . Please make sure that the cafe and kitchen are clean (put the dishes in the dishwasher, wipe all the tables down and make sure all the surfaces are clean and mop the kitchen floor).
12. 13.45 hrs time to go home!

Additional responsibilities

- Ordering supplies from Booker for the café and cleaning supplies (paper towels, toilet tissue etc).

Check that the delivery from Booker is correct against the delivery note.

You will also need to check the invoice details and ensure that prices in the café are correct (please also advise the General Manager if any change in prices).

- Ensure adequate stock levels of supplies and consumables for café area, managing orders and stock rotation.
- If there are any complaints and/or problems with students' attitude or behaviour, please ask for assistance and advice from the General Manager on how best to deal with the situation.
- Ensure compliance with all legislation, H&S and food hygiene.
- Assisting with administrative tasks as delegated by the office staff and helping to cover in the event of absences or busy periods as required.



Person specification: Café assistant	
<i>Essential</i>	<i>Desirable</i>
<p>1. Impact on other people Flexible, customer focused attitude and courteous manner. Ability to develop good relationships with staff and international students. Experience of relating to people from a variety of different backgrounds. Tolerant, patient and sensitive to the issues facing international students adapting to life and study in UK.</p>	<p>Professional appearance and excellent standard of hygiene, clear and confident manner. Use a range of effective communication and diplomatic skills to establish rapport and maintain positive relationships with staff and students. Manage your own emotions and behaviour in difficult situations, ensuring your own anxiety or frustration does not impact on others.</p>
<p>2. Qualifications and experience Previous catering and customer service experience not essential, but an understanding of these roles is required. Numeracy skills, cash handling and accurate use of a till Good understanding of food hygiene guidelines and allergen awareness. Understanding of health & safety issues. Training for all of the above can be provided.</p>	<p>Experience of working with international students and cultural awareness.</p>
<p>3. Innate abilities Polite manner and serving skills with an ability to handle multiple orders. Friendly, engaging and professional approach to your work whilst upholding high standards of cleanliness. Excellent food presentation and communication skills. Able to stay calm and focused in a busy environment. Able to work on your own initiative</p>	<p>Possess a 'can do' community spirit and positive attitude. An engaging and professional approach to your work whilst upholding high standards at all times. Organised and methodical in your work with an ability to follow and implement procedures.</p>
<p>4. Motivation Consistently provide a friendly and professional service. Understand the importance of satisfying customers. Importance of what factors constitute delivering a quality service to staff and students.</p>	<p>Proactively seek feedback from customers in order to improve the service. Commitment to professional development and continuous improvement.</p>
<p>5. Adjustment The ability to work calmly, even when under pressure. Escalates problems/issues to more senior staff as appropriate. The ability to be patient and caring but, firm and decisive when required. A friendly manner and sense of humour.</p>	<p>Thinks through implications in order to take the most appropriate course of action. When confronted with problems, listen objectively and proposes appropriate solutions. Positive about staff, students and responsibilities: using a problem solving approach, rather than a problem finding approach.</p>

How attributes are classified:

- Impact on other people (appearance, speech and manner)
- Qualifications and experience (education, training and experience)
- Innate abilities (aptitude for learning)
- Motivation (consistency, determination and success in achieving goals)
- Adjustment (ability to get on with people and deal with stress)