



Job description **Café Assistant – Fodder**

Place of work - Fodder, Great Yorkshire Showground, Harrogate HG2 8NZ

Hours of work – Various part time hours during the day Monday to Sunday.

Salaries and benefits

Salary above the national minimum wage, 3% employee and 6% employer contribution to pension scheme, 34 days holiday (FT staff), subsidised private healthcare scheme, Life assurance of x4 annual salary after 12 weeks service, staff discount, share of tips and your uniform provided.

Line Manager - Café Team Leader

Background information

Fodder www.fodder.co.uk is an award-winning farm shop and café established over twelve years ago. Fodder has a loyal customer base and is well known for quality produce and customer service The only farm shop and café in the UK where all profits go towards funding the work of a registered charity; the Yorkshire Agricultural Society.

Passionate about Yorkshire, its farmers and local producers; Fodder, supports and sells only the very best. Our shelves are stocked with food and drink from over 430 farmers and producers, with 85% of what is sold and served coming from Yorkshire.

Job Purpose - To work diligently in a dedicated team that provides customers with the best food and drinks with exceptional service.

Principal Duties:

- Welcoming customers.
- Take customer food and drinks orders, efficiently and pleasantly.
- Offer prompt and accurate and friendly service.
- Prepare the café for service; restocking, cleaning etc.
- Be competent with menu items and ingredients to ensure customers receive the correct information.
- Ensure food is served professionally.
- Use all equipment efficiently and safely.
- Prepare hot and cold drinks for customer orders.
- Ensuring that all comments or complaints are responded to appropriately and reported to the manager, in a timely fashion.
- Responsible for presenting bills and dealing with payments, operates the tills and credit card machine to ensure payments are correct.
- To work hygienically and efficiently, following company protocols including adhering to cleaning schedules etc proactively carrying out required tasks.

- Observe all legislative requirements including those concerning hygiene, food, health and safety at work.
- To work effectively to ensure the department achieves its aims and objectives.
- To be available to work occasional evenings, as required.
- Undertake all tasks as directed by a Manager when required, this may include working in departments of Fodder.
- To be a proactive team member and communicate well with all colleagues.
- It is the duty of all staff to observe all legislative requirements including those concerning fire, food hygiene, and health and safety at work. Each member of staff should eliminate hazards to safety and to health, and where this cannot be done the hazards should be reported.
- Attend team meetings as required.
- Attend training as required.
- Any other appropriate duties which may be added from time to time.

Person specification

Experience required – Ideally you will have had some previous customer service experience.

Skills and Aptitude

- Previous Waiting experience preferred, but training will be given.
- Be committed to providing exceptional customer care and be able to demonstrate this.
- Have good organisational skills.
- Be friendly and approachable.
- Excellent people skills; the ability to welcome and look after customers and work well with colleagues.
- Good communication skills.
- Ability to cope with stressful situations in an effective and appropriate manner.
- Good team working skills in a pressurised environment.
- Be passionate about local, tasty food.
- Food hygiene certificate preferable although not essential.

To apply send your CV to recruitment@yas.co.uk