

## Full-Time Café Staff

To work closely with the Wilf's Staff team to provide an efficient and quality service in all aspects of café operations in accordance with the businesses standards and policies, and to contribute to the ongoing development and success of the business.

### Qualities we would like to see in 'Wilf's' Staff :

- To have experience in a catering environment
- Be able to work as a team
- Be self motivated and able to work without supervision
- Have the ability to work quickly and efficiently under pressure
- Have good organisational and time management skills.
- Have a friendly and outgoing personality.
- Possess excellent interpersonal and communication skills
- You will be expected to be clean, tidy & presentable to the public and be in a fit state to work.

Wilf's will provide several 'Wilf's' black t-shirts, a fleece and/or a sweatshirt. These will be your responsibility to maintain.

And finally.....The café may be very busy sometimes, at others, quiet. The job entails a variable and flexible working week including some weekends.

## Café Assistant

You are the first person the customer sees and for many the only personal contact they have with the Café. How you look and relate to the customer is therefore really important.

To give you some idea of the what the job involves we have included the 'Café Jobs and Procedures' list. This is not exhaustive, you may be helping in the kitchen with making up salads, putting up plates for orders, taking bookings for Speciality Evenings or Slide & supper nights, answering the phone and taking details for other bookings or one of a plethora of other jobs that makes the Café run smoothly including cleaning & washing up.

# Café Jobs and Procedures during the day

**Counter area and YOU-remember this area (and you) are visible to the public and will make an important first impression.**

Always keep counter area clean and tidy.

Check the Specials board (is it up to date?), know and promote the Specials.

Keep stocked with coffee, tea, hot chocolate etc.

Keep fridge stocked with milk and juice.

Check the Drinks fridge at the front at the beginning of the day and keep stocked up.

Always have plenty and a good selection of cakes, on display right to the end of the day.

Empty the rubbish bin at the end of each day, or when full, squashing milk cartons will increase the capacity of the bin.

Always wear your smiley face on the counter!

Write any shortages (before you are down to the last T-bag!) on the kitchen white board

## **Clearing tables and Washing Up**

When a customer is seen to leave it's a good indication that a table may need to be cleared!

**Tables must be cleared as soon as possible after someone leaves.**

Always take up a tray and a clean cloth to wipe the table down after clearing.

Clear the table methodically; stacking plates, saucers etc. will help when you come to wash up.

When table is cleared of crockery, then wipe the table clean. Use the 'dust buster' to clear debris under the table if there is time.

Each table should have S & P, flowers, sugar bowl, menu + a What's on, replace anything that may have strayed. There is enough for every table!

Also push the chairs under the table ready for the next customers

Tidy up the papers, ketchup bottles, etc.

Washing up is your job, get stuck in!

## **Food Orders**

The order will go through to the kitchen from the till but make sure the kitchen know of anything that cannot be input on the till.

Remember to input where they are going to sit (upstairs, outside, balcony, downstairs).

Indicate where the cutlery is for their own collection.

Learn if possible to carry three plates, or use a tray, it'll save your legs at the end of the day!

Make sure you know what you are actually taking, where it's going and order number.

Give the food out to the right customer by checking the order & no. with them.

Cutlery is now available upstairs and downstairs but if the customer hasn't picked up their own fetch the appropriate cutlery for them.

Offer items like tomato ketchup or brown sauce as needed.

Always wear your smiley face when taking food out!

If there's any problem with an order tell who's cooking immediately

**You may also have to:**

- Answer the phone
- Deal with other enquiries

Title : Mr / Mrs / Miss / Ms	
Surname	
First name	
Middle name	
Address	
Post code	
Telephone number 1	
Telephone number 2	
Email address	
Male/Female	
Date of Birth	
Circle work - Full time / Part time / student - weekend / holiday	
Previous employment and/or	
Experience or attach CV	
Previous salary/hourly rate	£
Clean driving license ?	Yes / No
References :	
1. Name :	
Address :	
Phone no. :	
2. Name :	
Address :	
Phone no. :	
The job is physically demanding - do you have any health issues that might prevent you from fulfilling this position? YES / NO	
"I am fully aware of the physical nature of the job & declare myself fully fit to undertake the jobs responsibilities"	
Signed :	Print :
Why do you want to work at Wilf's?	