

WATERSHED

Job Description

Position: Café Bar General Assistant
Grade: 6
Responsible to: Shift Leaders
Contacts: All Café Bar staff, suppliers, other departments

Purpose of Job

Watershed is Bristol's cultural meeting place of choice. Our café bar provides a welcoming hospitality offer. The post holder will work as part of a team providing an excellent visitor experience, maintaining consistently high levels of customer service, cleanliness, and product knowledge, across our customer service departments: Café bar, Kitchen, Events and Front of House.

Principal Responsibilities

- Deliver high levels of customer care at all times ensuring the highest possible standards in presentation and quality of food / beverages served and customer experience;
- Maintain an up-to-date knowledge of Watershed activities and all products on offer from the Café Bar and Events menu to ensure effective advice to customers;
- Undertake clearing and cleaning requirements in the Café/Bar, Kitchen, and Events spaces before, during and after service;
- Operate equipment accurately and in line with policy and procedures;
- Maintain an awareness and administration of stock control and procedures;
- Maintain health, safety and hygiene standards at all times within all catering areas;
- All work to be undertaken in a COVID safe manner, to ensure the safety of both staff and customers.

Key Performance Indicators

- Excellent food and beverage product knowledge maintained at all times;
- Highest standard of customer service delivered to staff and customers at all times;
- Accurate handling of tills, cash and other transactions;
- Stock control and rotation records kept up-to-date;
- Health & Safety/Food hygiene standards maintained at all times;
- Service areas cleaned and cleared to the required standards.

Person Specification

Skills & Experience

- Excellent interpersonal skills including working as part of a team;
- Able to prioritise work and work on own initiative;
- Adept at engaging with customers and staff with excellent communication skills and interpersonal manner.

Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

Inclusive	We are people led. We listen to and engage with the broadest range of people.
Open and Honest	We provide a culture and environment that is trusting, trusted and trustworthy.

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Make Things Happen	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
Entrepreneurial	We are inventive, try new ideas, experiment, learn and share.
Celebratory	We celebrate culture, creativity and wonder.

Additional information:

- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.
- Watershed is open seven days a week, including Bank Holidays (Christmas Eve, Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.