



Job Title: Tearoom Assistant at Middle Farm – Full Time 5 Days a Week
Tuesday to Saturday with Sunday and Monday as days off.

Days and hours of work: – 8.30am until 5.00pm

Responsible to: Tearoom Supervisor

Main Purpose of job: To provide a warm welcome to all visitors with the highest possible levels of customer service in order to promote the best of local seasonal food and drink.

Key responsibilities and requirements:

- To be courteous to members of the public and other team members at all times
- To begin work promptly at the required time and be appropriately dressed at all times
- To tie back hair tidily (where necessary), wear only appropriate jewellery and **no** nail varnish
- To fully comply with all Health and Safety and Food Hygiene regulations **at all times**
- To gain the best possible knowledge of the food and drink served
- To update food hygiene qualifications as required
- To communicate clearly with customers, suppliers and other team members
- To ensure that **always** at the end of the day the restaurant and restaurant courtyard are swept and left free from litter, ready for efficient set-up the following day

Tasks:

- To serve customers promptly, courteously and **always** with a smile
- To prepare food, as required, helping kitchen staff when needed
- To prepare tea, coffee and other beverages to the highest possible standard
- To ensure that food served to customers is of a consistently high standard and well presented
- To clear and clean tables promptly and efficiently (as soon as they are vacated)
- To wash up promptly to avoid a backlog
- To maintain a clean and tidy environment at all times in the restaurant, restaurant courtyard, preparation areas **and** washing-up area
- Other tasks, as required

