

JOB DESCRIPTION

Post: Waiting Staff
Department: Tate Eats
Reporting to: Catering Managers and Supervisors

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



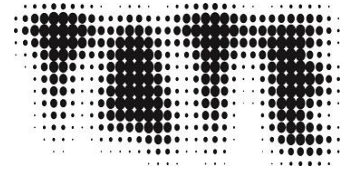
The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service by providing the highest possible level of customer service and care

Main Duties and responsibilities:

- Provide all customers with the highest possible level of service and care
- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them
- Ensure knowledge of products and product presentation is up to date and accurate
- Ensure all food and drink served is presented as stated and to Tate Eats Standards
- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them
- Set up and break down the restaurant in a timely manner and to Tate Eats standards



- Ensure that the cleanliness of the outlet is maintained
- Ensure checklists are updated correctly and on time
- Communicate effectively any information regarding service, staff and customers to the manager on duty
- Ensure that all daily cash pouch totals are correct and that any corrections made are clearly recorded
- Ensure all relevant legislation and regulations are adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping
- Work as required by the operational demands of the business

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role

Person Specification

Experience and skills

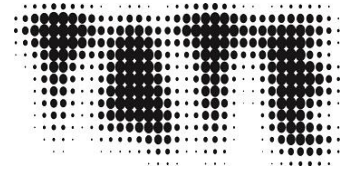
Essential:

- Previous experience working as waiting staff in a busy restaurant environment.
- Fluency in spoken and written English
- Passionate about Food and Beverages
- Working knowledge of POS and booking systems
- A positive member of the team conveying a professional attitude and appearance at all times.
- Ability to multi-task and maintain a high degree of accuracy whilst working under pressure.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times



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- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Ability to multi-task and maintain high degree of accuracy whilst working under pressure and unsupervised at times
- Can act as a positive role model to new and existing members of staff Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend the shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Eats

Desirable:

- Previous experience within a high-end restaurant environment
- Awareness of the requirements of Food Allergen Regulations

Key Competencies

- Is passionate about own contribution to Tate
- Carries out role with honesty and integrity
- Maintains performance under pressure
- Participates positively and fully in the team
- Able to engage with people from all levels and backgrounds
- Supports Tate's Dignity and Respect policy in all of their activities
- Has a 'can-do' attitude
- Contributes ideas
- Open to feedback from others



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