

JOB DESCRIPTION

Post: Waiting Staff

Department: Tate Eats, St Ives

Reporting to: Manager and Supervisors

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.



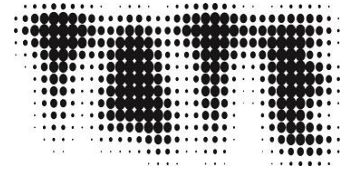
The Disability Confident Scheme

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.

About the role: Contribute to Tate Eats' aim to deliver exceptional service in a fast-paced, customer-facing catering environment by providing the highest possible level of customer service and care and by helping to maintain a welcoming, clean and safe environment.

Main Duties and responsibilities:

- Play an integral part of the customer's enjoyment of their Tate Eats experience by providing the highest level of customer service and care.
- Proactively identify customer needs or requirements and where possible, endeavour to accommodate them.
- Communicate customer complaints or concerns to the manager on duty.



- 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.
- Maximise sales through up-selling and suggestive selling.
- Record and accurately process orders using the POS system.
- Accept customer payments, process credit card charges and cash payments accurately in line with Tate standards.
- Effectively communicate any information regarding service, staff and customers to the manager on duty.
- Ensure the correct set up, breakdown and cleaning checklists are used and that Tate cleanliness standards are maintained at all times.
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping.
- 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.
- Perform any task pertinent to the operation as directed by the Manager.

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

Experience, skills and competencies

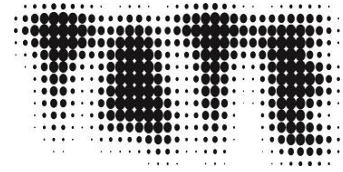
Essential:

- Previous experience working as waiting staff in a busy restaurant environment.
- Passionate about Food and Beverages
- Working knowledge of POS and booking systems
- Fluency in spoken and written English
- A positive member of the team conveying a professional attitude and appearance at all times.



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- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- 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 work at pace, under pressure and unsupervised at times
- Can act as a positive role model to new and existing members of staff
- Can demonstrate a flexible, pro-active approach and willingness to operate wherever help is needed
- Has an appreciation of health & safety, food hygiene and COSHH regulations and policies
- Some understanding of how costs are controlled and waste minimised
- Able to work on events as and when required by the business
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend most of your shift on your feet
- Prompt timekeeping and good time management
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate

Desirable:

- Previous experience within a high-end restaurant environment
- Good knowledge of licensing laws and legislation
- Previous experience within a similar café/restaurant/museum environment
- Awareness of the requirements of Food Allergen Regulations



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