



## JOB DESCRIPTION

**Post:** Bar 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 in all four of its galleries. 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.*

**Coffee by Tate** - *The Roastery at Tate is a diverse and innovative Specialty coffee space situated within the historic grounds of Tate Britain. Home to Tate's Gender Equality Coffee Project (GEP) and Slot Roasting Collective our WWII Nissen Hut Roastery is a vibrant community-led non-profit business that helps fund Tate Gallery and champion coffee producers and professionals of all genders throughout the coffee value chain. We also host a collective of slot roasters who lease out our Probat roaster and expertise, offering roasting space and training for enthusiasts and professionals to create bespoke, affordable and accessible roasting solutions for their businesses.*



### **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 Scheme Symbol.

**About the role:** Contribute to Tate Eats' aim to deliver exceptional service in a fast-paced, customer-facing catering environment by preparing and serving impeccable hot and cold beverages and by helping to maintain a welcoming, clean and safe environment.



### Main Duties and responsibilities:

- Prepare and serve coffees and other hot and cold beverages as per customer orders and beverage orders from servers, consistent with Tate Eats standards.
- Provide a friendly and courteous service to all customers.
- Update own product knowledge to confidently describe coffee and tea choices and provenances.
- Communicate customer complaints or concerns to the manager on duty.
- 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.
- Operate coffee making equipment, ensuring the hot beverage operating standards and procedures are adhered to.
- Report all equipment problems and bar maintenance issues to the manager on duty.
- Routinely clean and maintain equipment including grinders. Back flush espresso machine, maintain a clean steam wand and regularly clean baskets, portafilters and shower screens.
- Dial new coffees and make regular grinder adjustments throughout service.
- Set up and break down the bar to standards set by Tate Eats.
- Participate in regular stock takes and ensure stock is ordered effectively.
- Ensure that deliveries are correct and received in accordance with company procedures and that the security of stock is maintained and waste minimal.
- Ensure the correct set up, breakdown and cleaning checklists are used and that Tate cleanliness standards are maintained at all times.
- Ensure all drink items are always labelled and dated.
- Adhere to Tate's standards and procedures including those concerning presentation, personal hygiene and timekeeping.
- Ensure all relevant legislation is adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these.
- Support FOH chef in the running of the pass.
- Perform any task pertinent to the operations 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 and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate



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therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role

## Experience, skills and competencies

### Essential:

- Previous proven experience as a Barista/Bartender
- Awareness of alcohol licensing regulations
- Fluency in spoken and written English
- 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 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:

- Growing knowledge of wines, cocktails and spirits
- Great knowledge of and enthusiasm for different coffees
- Awareness of the requirements of Food Allergen Regulations



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