



JOB DESCRIPTION

Post: Food Runner

Department: Tate Eats

Reporting to: Restaurant Managers 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.



The Disability Confident Scheme

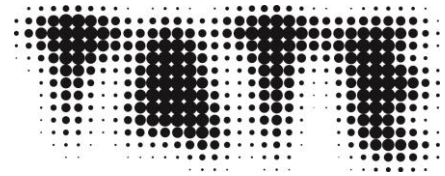
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job:

Contribute to Tate Eats' aim to deliver exceptional service. Our food runners are invaluable members of the Restaurant business. The team at all levels rely on the Runner position to ensure they have the support needed to deliver excellent service each day.

Main Duties and responsibilities:

- Delivering food orders from the kitchen to guests' tables while the food is still hot and communicating with waiters about any issues
- Assist and work in coordination with the waiters to ensure an excellent guest experience
- Be responsible for learning the products and dishes we serve in order to present the dish to the guest



- Ensure accurate memory of table numbers depending on the days service and set up
- Read the kitchen ticket carefully to ensure the guests are served the correct items as ordered by the waiter
- Ensure crockery and cutlery is taken to the Kitchen Porter to be cleaned regularly throughout service
- Collect dirty glass wear from the clearing station and use the glasswasher to clean and polish to required standard
- Replenish the bar with clean glass wear
- Replenish the kitchen pass with clean plates ensuring the chefs have appropriate stock of hot plates on rotation throughout service
- 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 Tate standards 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 Supervisors or Managers
- Above all, be a proactive and positive member of the Restaurant team, willing to operate wherever help is needed.

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

Person Specification

Experience, skills and competencies

Essential:

- Previous experience working in a table service environment
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability



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- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with Chefs, Kitchen Porters, Front of House team members and a diverse range of guests
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Professional attitude and appearance at all times
- Ability to work at pace and maintain performance under pressure
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Available to work flexibly across the week, on a rotational basis (Monday to Sunday daytime, including Friday and Saturday evenings)
- Ability to spend your shift on your feet
- Willingness to learn and develop in the role
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate
- Open to feedback from others



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