



The Bishop's Palace
WELLS · SOMERSET

Job Description

Title	Café Assistant
Hours	Variable - hours will be on an as required basis which may include functions, evenings, weekends and bank holidays.
Pay	£9 per hour
Report to	Café Manager
About the Bishop's Palace	<p>The site and buildings of The Bishop's Palace and Gardens is owned by the Church Commissioners and managed by The Palace Trust. As a charitable organisation our mission is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>The Bishop Table Café serves delicious locally-sourced homemade food with an ethos of supporting local suppliers and using local produce. It provides daily catering services to visitors, regular customers, staff and offers catering for private events.</p>
Purpose of role	To provide excellent customer service to café customers, event clients and general visitors to The Bishop's Palace. Working well under pressure in busy periods and ensuring the café and events are presented to a high standard.
Mission, Vision and Values	<p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>Our Vision The Bishop's Palace - protected forever; treasured by all.</p> <p>Our Mission To conserve The Bishop's Palace for future generations; welcoming all who seek a place of beauty, reflection and enjoyment.</p> <p>What we value</p> <ul style="list-style-type: none"> • Our unique site and heritage • Our local community, supporters and visitors • The spiritual nature of the site • Our relationship with the Bishop and his ministry • Our warm, hospitable and engaging welcome • The quality of our offer • Our staff and volunteers • Our environmental impact
Key tasks – what the Palace Trust expects	<p>The Bishop's Table tasks</p> <ul style="list-style-type: none"> • Ensure all customers are made to feel welcome and are dealt with in a polite, efficient and effective manner. • Carry out tasks to ensure the smooth operation of the café including serving food and drinks, clearing tables, cleaning, washing up, and replenishing stock. • Daily operation of The Hungry Dragon hut. • Undertake tasks associated with handling food and show awareness of the risks involved. • Operate the till when directed, ensuring that amounts entered and change given

	<p>are correct for all transactions.</p> <ul style="list-style-type: none"> • Resolve customer complaints or escalate to a duty manager when appropriate. • Money handling and banking <p>Events/functions tasks</p> <ul style="list-style-type: none"> • Greet and welcome guests for events and functions and see them out safely. • Provide a high quality of customer service throughout. • Assist with serving duties as required. • Respond swiftly and appropriately to customer comments, queries and complaints, escalating to a duty manager when appropriate. • Ensure a high standard of cleanliness and tidiness is maintained throughout. • Assist with cleaning of the kitchen and dining areas, including washing up. • Assist with the movement and setting up of furniture, equipment and stock. • Ensure that alternative room layouts are set up as required, and rooms are returned to daily use after events and functions. • Carry out other duties as may be necessary for the proper execution of the post.
What you can expect from The Palace Trust	<ul style="list-style-type: none"> • Training and development to undertake the role • Support from the Palace Trust's staff team • 25 days annual leave per year (pro rata)
Key internal contacts	<ul style="list-style-type: none"> • Chef Manager • Café Manager • Weddings and Venue Coordinator • Sous Chef • Other Café and Function Assistants

Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • GCSE English & Maths or equivalent • Handling Money • Previous experience of working in a café / restaurant / catering environment • Proven track record of providing a high quality service 	<ul style="list-style-type: none"> • Food Safety in Catering Level 2 • Barista experience • Knowledge of manual handling and working within health and safety guidelines
Skills and abilities	<ul style="list-style-type: none"> • Fantastic customer service skills • Ability to anticipate problems before they occur • Ability to work under pressure and in a fast paced environment • Seek tasks when trade is slow • Good time keeping • Ability to work as part of a team • Numerate • Ability to assist with moving furniture and equipment around rooms and the wider site 	<ul style="list-style-type: none"> • Ability to drive or learn to drive a small tractor to aid the ease of equipment moving

Personal Attributes	<ul style="list-style-type: none">• Flexible attitude to work to suit the operation of the visitor attraction• Clean and tidy• Reliable and motivated• Pride in personal appearance	
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