



Tearoom Assistant Job Description

The Pavilion is a busy Tearoom open 7 days a week from 9am serving fresh cooked-to order breakfasts, light lunches, tea, coffee, cakes and Afternoon Tea. We seat 120 inside our beautiful Victorian Glasshouse and 100 outside in our Walled Garden.

Reports to: Manager/ Assistant Manager / Supervisor

Duties and Responsibilities:

- Use a EPOS system to take food and drink orders at the counter efficiently and in a trustworthy manner
- Responsible for basic food and drink preparation including ensuring customer trays are laid up with cakes, drinks and desserts
- Ensure excellent presentation of cakes, adhere to use by's & make sure waste is minimised
- Greet and show booked customers to tables & seat free flow customers
- To serve Afternoon Tea to a high standard
- Create excellent and consistent espresso with speed and efficiency whilst maintaining a clean and organised work station
- Delivering food to customer tables, providing a high standard of waitress service when required, clearing tables and Kitchen Porter work
- To maintain exceptional customer service, customer relations and strive for repeat business
- Report to Assistant Manager/ Supervisor customer comments & complaints
- Issuing bills to customers and taking payments smoothly and quickly
- Maintain a clean environment and ensure compliance with all Health and Hygiene regulations
- Clear down at the end of the day
- Must have reliable access to own car

Preferred Personal Traits and Skills

- He/She must maintain a calm demeanour during periods of high volume or unusual events to keep The Pavilion operating at a high standard and set a positive example for fellow employees.
- He/She must appear approachable, dress smartly and have excellent personal presentation skills as per The Pavilion guidelines
- He/She should be responsible, hardworking and able to work cheerfully under pressure
- He/She should have excellent communication skills and be prepared to develop strong customer service skills
- He/She must be able to work in a team or during quiet parts of the day work individually and be responsible for preparation, serving, taking money and washing up
- He/She will have the ability to work to deadlines.
- He/She must maintain regular and consistent attendance and punctuality

This job description is a guideline only and is not exhaustive. You may be required to perform other duties which are not expressly listed but are in keeping with the general purpose of your role and we reserve the right to make changes to this job description as appropriate.

