

JOB DESCRIPTIONJob Title: **General Assistant, Café Azure**

Location: Azure, Cramlington

Responsible to: Chef/Manager
Supervisor

Directly responsible for: None

Other key internal relationships: Café colleagues
Members of the Garden Centre management team
Other Garden Centre work colleagues

Key external relationships: Customers

Overall purpose fulfilled by the job:

To assist with all duties in the Café/Restaurant.

To provide backup support to other departments when necessary.

Scope of the job:

Azure Garden Centre is primarily a retail operation with a turnover currently in excess of £1m per annum.

Permanent staff at present number between 20 and 30 of whom a significant proportion are likely to have some form of disability. Additionally there may be at any one time, several trainees with disability being assisted through work experience.

Main duties:

- 1 To serve customers of the *Café/Restaurant* with a view to maximising sales.
- 2 To personally prepare food as directed.
- 3 To receive and store deliveries as directed.
- 4 To effect cleaning duties striving for absolute cleanliness in the customer and staff working areas.
- 5 To present food attractively.
- 6 To treat all customers with the utmost courtesy and care.
- 7 To ensure a high level of customer satisfaction is achieved. In the event of any complaint, justified or otherwise, deal sensitively/diplomatically with the objective of ensuring the customer will be minded to return and tell others of our high standards and proper response. Involve the Manager, Supervisor or other *Garden Centre* management as needed.
- 8 To be constantly vigilant against all types of stock loss, i.e. waste, theft, breakage, etc.
- 9 To ensure proper cash/tills procedures are followed.
- 10 To work harmoniously with colleagues, being aware of the limitations of some.
- 11 To have proper regard for all Company property and equipment and report all faults that may occur.
- 12 To adhere to all Company procedures.
- 13 The nature of the *Garden Centre* and its small team is such that flexibility is paramount and this requires the postholder to cover for others if necessary due to staff shortages.
- 14 To maintain a high level of personal hygiene and appearance.
- 15 In the event of any security type issue involve a supervisor/manager to resolve.
- 16 To endeavour to continually improve your skills in your designated area of work.
- 17 To comply with all Company health and safety procedures and ensure others do likewise.
- 18 To act as an ambassador for *Azure* at all times.

The key result areas above represent the major functions embraced within the role. From time to time these may be varied and the holder will undertake any reasonable duties assigned.