

# CORN THE HALL

## Counter Service Assistant for the Corn Hall café - Fredricks at the Corn Hall

As part of the major project to refurbish the Corn Hall arts and heritage centre in Diss, we are opening a new cafe in the venue in conjunction with Fredricks Fine Foods. The cafe will be a key element of the customer experience during the daytime and at evening events, serving gourmet coffees, teas and soft drinks, as well as a range of delicious food and snacks. This exciting opportunity to be part of creating a new friendly and welcoming place for people to eat, drink and relax in Diss would give a recent BTEC or City & Guilds catering or hospitality graduate invaluable experience.

### Job Outline Description

To assist the cafe manager of Fredricks at the Corn Hall café to deliver great food and drink, friendly and efficient customer service and to collaborate with Fredricks Fine Foods and the Corn Hall Director to optimise profits, whilst maintaining the highest food quality and presentation.

### Responsibilities

- Assisting the cafe manager with day-to-day aspects of the daily running of the cafe to ensure its smooth running.
- Undertaking the preparation and presentation of the food and beverages served in the café to agreed standards and according to regulations.
- serving customers in a pleasant and courteous manner.
- Liaising and working with Fredricks Fine Foods and Corn Hall staff as necessary.
- Ensuring that the café environment - including all dining areas - are, clean, pleasant and welcoming in line with the image agreed.
- Operating the till, maintaining the float and carrying out cashing up when required.
- General cafe duties including operating the coffee machine, waiting on and clearing tables and washing up
- Providing refreshments for Corn Hall hire bookings as required in liaison with Corn Hall staff.
- Working unsupervised at times to agreed standards and following all training, Food Hygiene, Health & Safety Guidance and Risk Assessments.
- Maintaining a cleaning regime in accordance with training and instructions given and which complies with all Food Hygiene and Health and Safety Regulations and Guidance.
- Operating, cleaning and maintaining cafe equipment as instructed and in accordance with manufacturers instructions.
- Handling customer enquiries and passing any complaints on to the manager.
- Assisting with any other duties in the Corn Hall that may be reasonably asked of you.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

### Essential Skills, Attributes and Experience

- Food hygiene or Food Handling Certificate Level 2 (Assistance in achieving this will be made available)
- Experience working in a customer-facing environment
- Motivated to deliver consistently high standards of food and service

- Excellent communication skills
- A polite and friendly manner
- Numeracy skills to handle cash and stock and to cash up at the end of the day
- The ability to follow health and safety practices
- A positive, willing attitude
- The ability to work under pressure
- Physically fit, the role requires performing manual handling tasks and standing for extended periods.
- Flexibility to work within the opening hours of the Corn Hall, including evenings and weekends. You may be required to work shifts and split shifts (working mornings and evenings, with time off in between).
- A high level of personal hygiene and a smart appearance.
- Computer literate

### **Desirable Skills and attributes**

- Experience in a food retail environment
- BTEC or City & Guilds qualification in catering or hospitality
- An interest in the arts and/or history

### **Key Terms of Employment**

- This is a 12 month fixed contract and is subject to a 3 month probationary period and continued ongoing satisfactory performance.
- The hours per week are 30, not including meal breaks. There are no overtime payments but time off in lieu is negotiable with the Corn Hall Director.
- The salary is between £10,140 and £11,700 per annum depending on age, skills and experience.
- The holiday entitlement is 28 days per annum including 8 days public holidays
- An apron will be provided but you will be required to wear your own white shirt, black trousers or skirt.
- Start date Tuesday 2<sup>nd</sup> May 2017.

### **Equal Opportunities**

The Diss Corn Hall Trust is committed to being an equal opportunities employer. All staff members are required to adhere to the Corn Hall's Equal Opportunities Policy, a copy of which will be given to the successful candidate.

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### **Applications**

Please email your CV along with a covering letter briefly outlining why the job interests you to:  
**Angela Sykes, Corn Hall Director [angela.sykes@thecornhall.co.uk](mailto:angela.sykes@thecornhall.co.uk) by midnight, Sunday 26 March 2017.**

### **Application Interviews**

If you are shortlisted for the role you will be invited to attend an interview. Interviews will be held in Diss on the 3<sup>rd</sup> and 4<sup>th</sup> April. Please keep these dates available and advise us in advance if for any reason you would not be able to attend on those dates.