

JOB DESCRIPTION – CUSTOMER SERVICE ASSISTANT

TITLE:	Customer Service Assistant
REPORTS TO:	Catering Supervisor
SALARY:	National Minimum Wage
HOURS:	25 hrs per week within a 7 day shift rota
SUPERVISION/LINE MANAGEMENT OF:	N/A
PRIMARY ROLE:	To provide a welcoming, friendly and exemplary catering service to the customers of Occombe Farm.
MAIN RESPONSIBILITIES:	<ul style="list-style-type: none"> • Greet customers and take orders at the counter or table • Prepare hot and cold drinks • Process payments using EPOS till, handling cash and card payments • Preparing individual orders • Serve customers at counter or table as necessary • Clearing and cleaning tables • Washing up • Check fridge stock levels and replenishing as required • Stock rotation based on food 'end dates' • Deal with customer enquiries • Assist kitchen staff as required • Check customer toilets as required with occasional cleaning • End of day duties, including cleaning • Putting away delivered stock • Report health and safety hazards and incidents to a Supervisor or Manager • Support café kiosk and other Occombe Farm departments when required
OTHER:	<ul style="list-style-type: none"> • Some lifting, using equipment, exposure to varying noise levels.

TORBAY COAST AND COUNTRYSIDE TRUST

Person Specification CUSTOMER SERVICE ASSISTANT

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	N/A	H&S training Customer Service NVQ Catering NVQ
EXPERIENCE	N/A	Previous catering experience Previous customer service experience
KNOWLEDGE	<ul style="list-style-type: none">• Basic food knowledge• Basic health and safety understanding	Food hygiene Allergen COSHH
SKILLS	<ul style="list-style-type: none">• Excellent customer care skills• Communication skills• Organisational skills• Ability to work as an effective team member• Numerate• Attention to detail	Operating tills
DISPOSITION	<p>Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.</p> <p>You will act as an ambassador for Ocombe Farm.</p>	

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.