



# DE LA WARR PAVILION

## **JOB DESCRIPTION**

Job Title: **Café Bar Team Member**

Responsible to: **Cafe Bar Manager / Café Bar Supervisors**

Department: **DLWP Café Bar /Front of House Operations**

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## **ROLE OBJECTIVES**

To ensure a high quality experience for all visitors to the De La Warr Pavilion Café Bar

To be responsible for the general cleanliness and presentation of the Café Bar and Event Bars

To serve customers in the DLWP Café Bar on a day to day basis

To work gig bars on event nights

To work banqueting style events ie: weddings, private lunches/dinners (both seated and buffet style), conferences and meetings etc.

## **OUTLINE OF ROLE & RESPONSIBILITIES**

To ensure a high level of customer care and assistance at all times

To ensure that the Café Bar is clean and tidy and to clear/clean areas which require attention immediately (including tables, carpets, condiment tables, finger marks, spillages etc).

To be aware of the job allocation sheet and what each role involves.

To adhere to the opening up and closing down procedure checklists.

To operate the till and handle cash, debit/credit cards, members discounts, loyalty cards and internal department account payments.

To make and serve specialist coffees and other hot and cold drinks.

To re-stock all areas when necessary during shift.

To maximise sales at all times using marketing and sales techniques such as open questioning and suggesting complementary products eg: offer a bowl of chips with a sandwich order.

To be knowledgeable about the Café food and drink menus including daily specials and cake offering.

To ensure you have an understanding of the DLWP allergens policy and that you are aware of the allergens folder to inform visitors of menu allergens, when asked.

To be knowledgeable of Members' benefits within the café and the exclusive Members' bar.

To be aware of the exhibition & auditorium events programme and be prepared to answer related questions from customers.

To be aware of licensing hours within the café and have a general understanding of licensing law and your responsibilities under the law.

To be aware of health & safety and fire and evacuation procedures within the building.

To undertake online training courses and attend training sessions when required.

To represent the organisation on a range of occasions and undertake such other duties commensurate with the postholder's level of responsibility and seniority as may be reasonably required.

**Hours:**

Casual Workers contract.

Hours As Required, dependent on the needs of the business.

Evening, weekend and public holiday working is a requirement of the post

**Pay rate:**

National Living/minimum wage per hour plus annual leave entitlement