

JOB TITLE: CAFÉ/BAR ASSISTANT

REPORTS TO: CATERING MANAGER

PURPOSE OF THE JOB:

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events.

Engagement with our programme continues to grow, with over 187,000 people connecting last year and many more using the cafe bar which has become a hub for many who live and work in the city. 95% of our customers say they would recommend us to a friend.

The role of Café Bar Assistant is vital to customer experience. The role is responsible for the delivery of a friendly, welcoming service within a safe and clean environment, including;

- Serving customers in a friendly and welcoming manner
- Ensuring that the venue and facilities remain clean and tidy
- Being knowledgeable and enthusiastic about all Phoenix products and services

MAIN DUTIES:

- Serving customers food and drink in the cafe bar whilst positively responding to individual customer needs and requests
- Ensuring that personal levels of customer service are consistently exceptional
- Selling cinema tickets to customers as part of packaged film & dine offer, and occasionally prior to the box office opening
- Being proactive and positive to all customer comments, requirements or complaints, liaising with colleagues and managers to ensure customer satisfaction
- Accounting accurately for each sales transaction and any wastage
- Ensuring your knowledge of Phoenix products and services is up to date in order to promote Phoenix in conversation with customers
- Ensuring that the Café Bar areas are presentable, clean and welcoming at all times
- Adhering to cafe bar procedures; for example opening up and closing down processes
- Maintaining a high standard of personal presentation and hygiene, appropriate for food and drink service
- Ensuring all storage areas, corridors and the cellar are kept tidy and clean

GENERAL:

- Undertaking an active role in the fire evacuation of the building, ensuring your knowledge of the evacuation procedure is current, attending regular training sessions and conducting evacuations calmly and effectively
- Undertaking internal and external training as required
- Attending staff and departmental meetings
- Always act as an advocate for Phoenix and its products
- Abiding by all regulations relating to the retail sale of alcohol, public venues and adhering to all company policies and procedures
- Undertaking any other duties that may be reasonably requested
- Where appropriate, to undertake the above duties at Phoenix promotions and co-promotions in external venues.

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications & Training		<ul style="list-style-type: none"> • Emergency First Aid at Work • Training in customer service
Experience & Achievement	<ul style="list-style-type: none"> • Customer service experience within the leisure or entertainment industry • Experience of dealing with customers on a face to face basis 	<ul style="list-style-type: none"> • Previous cash handling experience • Experience of dealing with difficult customer situations
Specific Skills & Knowledge	<ul style="list-style-type: none"> • An excellent manner with the general public • Excellent team working skills and proactive approach • A full understanding of customer care • Knowledge and understanding of how to uphold a brand through service • Good numeracy skills • Ability to implement common sense thinking 	<ul style="list-style-type: none"> • Level 1 Food Safety Certificate
Motivation & Personal Communication	<ul style="list-style-type: none"> • Excellent personal time management and prioritisation skills • Good interpersonal and team work skills • An interest in film and media and the ability to actively engage in discussion of these art forms • Flexible and motivated approach • Ability to deal with difficult situations in a calm and professional manner 	<ul style="list-style-type: none"> • An interest in Phoenix's cultural & creative programme
Other	<ul style="list-style-type: none"> • Willingness to work flexible hours including evenings and weekends • An understanding of and commitment to equal opportunities 	