

Role profile Café Assistant



Job title: Café Assistant

Location: Scottish Seabird Centre, The Harbour, North Berwick

Reports to: Catering Manager

The Scottish Seabird Centre is an award-winning, five-star visitor attraction and conservation and education charity. It is one of Scotland's top tourist attractions, in a stunning location with outstanding wildlife. Seabird Café is a very popular part of the Seabird experience.

Job description

Our café must have one of the best views in the town! Because of this, we welcome hundreds of people a week to our café and you'll have a vitally important role to play. You'll help the catering team to deliver high quality service and you'll work hard to ensure that our visitors have a fantastic experience.

You'll provide a warm welcome and you will have a helpful attitude. You'll quickly develop an understanding of all our products and ingredients and be able to promote the café's special offers. Alongside other team members, staff keep the café clean (following all our new COVID19 hygiene protocols) and up to our five-star standard, as well as serving customers quickly, efficiently and promoting the centre while doing so.

Principal duties

- Welcome all visitors with a smile.
- Be knowledgeable about the products and special offers available.
- Follow precisely the opening and closing procedures.
- Ensure all counters and displays are always clean and fully stocked.
- Ensure all equipment is fully operational.
- Ensure Seabird Café facilities are clean (following all our COVID19 hygiene protocols) and of a high quality at all times including tables, chairs, high chairs, table talkers and condiments.
- To serve food efficiently from kitchen ensuring friendly customer interaction at all times.
- To process all till transactions accurately
- Dishwashing.
- To assist in the acceptance of stock deliveries and storage.
- To assist with cashing-up procedures to ensure daily takings are handled securely.
- Observe all Health & Safety/ Environmental policies and procedures.

- Encourage the promotion of the Seabird Café as well as the Discovery Experience, Gift Shop and Centre membership at all times.
- Carry out any other relevant duty as directed by the line manager that is within the competence of the post holder.

Skills and experience

- A customer-focused attitude.
- Ability to achieve excellent results under pressure.
- Consistent delivery of a high-quality visitor experience.
- The ability to work on your own initiative and as part of a team.
- Proficient verbal and written communication skills.
- Verbal communication alongside basic maths skills.
- Excellent attention to detail.
- The ability to prioritise your work.

Our values

Our values underpin everything we do. We take pride in bringing these to life in all that we do. We are:

- **PASSIONATE** about Scotland's coastal and marine environment.
- **INSPIRE** others to explore and care for Scotland's coastal and marine environment.
- **INNOVATE** with the approaches we use to engage with people.
- **COLLABORATE** with local and national partners to convey the importance of Scotland's marine environment.
- **INFORMED** about the current health of Scotland's marine wildlife and habitats and the actions required to protect it.
- **TRUSTWORTHY** providing reliable information and acting with integrity and without bias.

Performance: To be measured against clearly defined measurable and challenging goals.

Pay: We pay over the minimum wage.

Hours: Various, let us know what you're looking for and we'll see what we can do.

Benefits

- Pay over the minimum wage
- Pension available
- Training and development for everyone
- 20% discount in the Centre's Gift Shop and Seabird Café.
- 10% discount on the Seabird Centre boat trips.
- Free entry to the Discovery Experience, for you and family members (restrictions on numbers apply)

- Free access to a range of Scottish visitor attractions with an Association of Scottish Visitor Attractions card
- Free access/ special offers for a range of East Lothian attractions with an East Lothian Tourism Attraction Group card
- Working for a successful conservation and education charity in a stunning location.

Applications: Please send your CV and covering letter in support of your application to info@seabird.org