

Job Title: Visitor Services Assistant – Café

Hours:	Variable hours per week
Reporting to:	Visitor Services Coordinator
Important internal relationships:	Visitor Services Supervisors
Important external relationships:	Visitors, members of the public around the wider museum site
Salary:	£7.72 - £8.91 per hour (depending on age)

Summary of the job:

Promoting PK Porthcurno by providing exceptional customer service in the museum café. This is a part-time role and working days and hours will vary depending on the level of demand. Work is allocated by rota, on a rolling 4-week basis.

Duties and responsibilities will include:

- Taking orders for food and drinks
- Undertaking the preparation of food
- Assisting in the smooth running of the kitchen, including completing logs, stock rotation and monitoring wastage
- Serving in the café, including till work
- Making hot drinks, including use of commercial coffee machine
- Ensuring that all public areas are clean, well displayed and fully functioning throughout the day
- Ad hoc duties as requested by the Visitor Services Coordinator

Essential attributes:

- Excellent customer service skills
- A positive approach and ‘can-do’ attitude
- The ability to pick up new procedures, including the use of computers and till systems
- Ability to work as part of a team
- A commitment to the environmental aims and aspirations of PK Porthcurno.
- PK Porthcurno is situated in a rural location with limited public transport links, so staff must ensure they are able to get to and from work.

Desirable attributes:

- Experience of cash handling.
- A basic food hygiene certificate.
- Experience of working in a café / kitchen.
- A First Aid at Work qualification.
- Disability awareness qualification.
- Experience of operating a commercial coffee machine.