



Visitor Services Assistant (Café)

Reports to: Café Supervisors

Direct reports: 0

Contract: Fixed term

Hours: Part time, variable hours

Holidays: 25 days per annum plus bank holidays (pro-rated)

Based at: PK Porthcurno, Eastern House, Porthcurno, Cornwall TR19 6JX

Important internal relationships: Visitor Services Coordinator, Senior Visitor Services Assistants

Important external relationships: Visitors, members of the public around the wider museum site

Job scope

- 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, provided 2 weeks in advance.

Responsibilities

- 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 Café Supervisors.

Person specification

- 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.

Person specification (cont'd)

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