

Job summary

Role title: Casual Bar & Catering Assistant

Department: The Harlequin

General description of role

The Casual Bar & Catering Assistant will be working in the Harlequin's busy bar and café in this varied role. Providing excellent customer service is central to the role, which involves serving customers, making drinks, serving food, working on the till and maintaining a high standard of hygiene and cleanliness in the bar and café area.

Responsibilities

- Provide excellent service to all café and bar customers - taking their orders, answering questions, handling cash and card transactions, serving food and drinks, and clearing tables, in a friendly, polite and efficient manner.
- Maintain a calm, organised and professional approach at all times, including during busy periods.
- Prepare and serve alcoholic and non-alcoholic drinks, including high-quality barista coffees, in a smooth and timely manner.
- Liaise with kitchen staff, management, and customers to ensure the smooth running of the catering function, and deal with any customer concerns.
- Possess full knowledge of bar and menu items, be able to make recommendations to customers and seek out opportunities to upsell where appropriate.
- Maintain cleanliness in all areas of the bar and cafe including counters, sinks, utensils, shelves and storage areas.
- Set up and maintain appropriate stock levels for the bar.
- In the event of an emergency, assist with all necessary procedures to ensure staff, volunteer and guest safety.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

