



# Barista & Catering Kiosk Assistant Role Description

## In a Nutshell

The Barista and Catering Kiosk Assistant ensures the smooth running of the Zoo's restaurant coffee bar, front of house and the catering kiosk service, whilst providing outstanding customer service to our visitors and guests.

**Hours:** This is a variable hours contract. You must be willing to work weekends and occasional evenings when afterhours events take place.

## These are your main Tasks

- Work in our Coffee Bar serving barista style coffees, snacks and soft drinks.
- Take customers' orders and process payments on the Epos till system.
- Maintain cleanliness throughout the front of house of the restaurant, clearing tables, and ensuring the restaurant is always clean and accessible.
- Maintain the coffee machine and other front of house self-service equipment.
- Work in our Ice-cream Kiosk serving snacks, ice-creams and drinks.
- Always ensure a safe, hygienic, efficient and accurate service of food and beverages.
- Clean all areas of the coffee bar, front of house or ice cream kiosk.
- Assist in the rotation and display of a variety of stock, from confectionary to retail gifts.
- Work as an essential part of the Zoo team to provide excellent customer service standards whilst accepting direction from management and supervisors.
- Where possible answer any customer queries or direct them to someone who can assist.
- Help where needed with events such as conferences or weddings. This could include bar service, buffet presentation and food table service at weddings and other events.
- Undertake any other tasks that may be required from time-to-time as may be consistent with the nature and scope of the post.

## The Perfect Fit

We think that to be successful in this role, you will:

- Have experience of working within a food and beverage, tourism or events industry.
- Have good communication and interpersonal skills.
- Have experience of working both as part of a team and individually.
- Have experience of working with Epos till systems.
- Have a positive and friendly attitude.
- Have excellent time management skills.
- Be able to maintain high standards of presentation and work ethic.
- Be able to keep calm under pressure.
- Ideally hold a Food Hygiene certificate (training can be provided if required).