



CAFE ASSISTANT - JOB DESCRIPTION

Job Title: Cafe Assistant

Reports to: Head of Guest Experience

Appointed by: Interview Panel

Period of Appointment: 20 hours per week

Salary: £11,897.60 plus options to work additional hours across the estate

Purpose of Role

As a Cafe Assistant you'll be the face of *Tyne Theatre & Opera House's* brand-new Cafe - 1867. You'll need to bring with you a warm and friendly personality delivering excellence to all our guests. You'll also be the first contact for any ticketing queries as we see our Box Office make a move over to the Cafe. The post will include daytime, evening and weekend work.

Key Responsibilities

- To deliver excellent experiences to all guests whilst showing a passion for the highest level of customer service and satisfaction.
- Be confident in speaking with guests and the team.
- Assisting in stock control, including stock levels, rotation, and receiving deliveries.
- Prepare all F&B offering within the Cafe to spec whilst maintaining food preparation H&S standards.
- Maintain the highest brand standards for 1867 & *Tyne Theatre & Opera House*.
- Crafting eye-catching displays to entice guests.
- Operating the ePoS taking orders and cashless payments.
- Operate our ticketing system, Spektrix. Selling tickets for events and solving guest queries regarding their ticket.
- Assisting with Hospitality events.
- Co-ordinate with FOH & Bar during show days to ensure a smooth operation of the estate along with maintaining good working relationships.
- Housekeeping of public areas and back of house.
- Ensuring health & Safety compliance in all front of house areas and adhering to regulations and theatre policies and procedures prioritising safety in every task.
- Be Environmentally aware.
- Any other task that is reasonably requested of you to efficiently operate within a busy theatre.



Role Requirements:

- Strong communication, teamworking and people skills.
- Embrace the excitement of working under pressure.
- Ability to use initiative and be a self-starter.
- Desire to learn new skills.
- Previous catering/hospitality experience, however training will be delivered.
- High level of attention to detail and excellent numeracy skills.
- Excellent organisational abilities.
- Ticketing experience using a CRM system (Desirable, however training will be provided)
- Food Hygiene Certificate (Desirable)

Applications

Closing date for applications is **9am on Wednesday 6 November 2024**

Please complete a job application form and email with the subject title

“CAFE ASSISTANT” to jobs@ttoh.uk