

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Cafe Assistant
Reports to	Guest Experience Manager
Responsible for	N/A
Hours	Part-time, 19.5hpw and 13hpw
Contract	Permanent
Annual Leave	33 days per annum, inclusive of public bank holidays (pro rata)
Salary	£12.71
Location	Fareham Live

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, performing arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O'Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 21 venues; including 19 in the UK regions; the Trafalgar Theatre in London's West End and the Theatre Royal in Sydney. We're growing fast, we're confident in what we do, and we're ambitious about the future. There's never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect**.

ABOUT THIS ROLE

To provide excellent customer service and support the smooth operation of the café within Fareham Live, ensuring a welcoming environment for visitors and patrons.

ABOUT YOU

You'll be a friendly, enthusiastic and reliable team member with a passion for providing excellent customer service. You'll ideally have previous experience working in a café, hospitality or food service environment and be confident handling food and working to high standards of food hygiene and cleanliness.

You'll be energetic and proactive, with a positive attitude and the ability to work well as part of a busy team. Most importantly, you'll take pride in creating a welcoming experience for our customers and delivering great service every time.

KEY ACCOUNTABILITIES

Customer Service:

- Greet and serve customers in a friendly and professional manner.
- Take food and beverage orders accurately and efficiently.
- Provide a high standard of customer service and respond appropriately to customer queries.

Food & Beverage Preparation:

- Prepare and serve hot and cold drinks, snacks, and light meals.
- Follow hygiene and safety standards at all times.
- Follow all food hygiene, health and safety and allergen procedures.

Cash Handling:

- Operate the till and process card payments.

Cleanliness & Hygiene:

- Maintain a clean and tidy café area, including tables, counters and equipment.
- Comply with food safety regulations and venue policies.
- Clean tables, counters, equipment and food preparation areas regularly.
- Complete opening, during-service and closing cleaning duties.

Stock & Inventory:

- Assist with restocking supplies and monitoring inventory levels.
- Report shortages or issues to the venue management promptly.

Team Support:

- Work collaboratively with colleagues to ensure efficient service during busy periods.
- Support other venue operations when required, particularly during busy periods and events.

Organisation & Service Standards

- Prioritise tasks effectively during busy periods.
- Work proactively and identify tasks that need completing without always being directed.
- Follow Fareham Live policies, procedures and service standards at all times.

Personal Specification

ESSENTIAL SKILLS AND EXPERIENCE

- Strong customer service and communication skills.
- Ability to work in a fast-paced environment.
- Basic food hygiene knowledge (training can be provided).
- Reliability and flexibility, including occasional evenings and weekends.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous and ambitious; we empower people to challenge and innovate in pursuit of excellence.