



Castle | Shop | Museum | Cafe

The Black Watch Castle and Museum Volunteer Role Description

Role Title: Cafe Assistant	Location: The Black Watch Castle and Museum
Department: The Copper Beech Cafe	Role Supervisor: Debbie Owen

Purpose of the role:

To support the Front of House Manager in the smooth and efficient running of the Museum cafe, waiting on customers and contributing to a friendly and welcoming atmosphere, providing a world class service.

Main Duties and Activities:

- Taking customer orders, waiting and serving tables
- Cleaning and tidying tables, replenish counters with crockery, napkins dishes etc.
- To become familiar with menus to assist customers in their choice
- Help to maintain high standard of presentation within the cafe
- To follow food safety and food hygiene as guided by staff
- To handle cash and credit card transactions
- To support the Front of House Manager in the smooth running of the Museum cafe
- To ensure visitors enjoy their visit

Hours or Day(s) Required:

Half day or full day a week/fortnight

Skills & Personal Quality

- 16 years of age and over
- Excellent Customer service skills
- Friendly and welcoming manner
- Enjoys being part of a team
- Smart and neat appearance in line with organisational standards
- Efficient, reliable and trustworthy
- Good communication skills and enjoys meeting people and can relate well to the public
- Good literacy and numerical skills and confident in cash handling
- Able to use own initiative but take direction when needed
- Willingness to undertake training which will help in your role

Training

Induction, initial review and annual supervision

- Access to learning opportunity calendar
- Museum and Cafe induction
- Food and hygiene training
- Liquor licence training
- Customer service skills
- Procedures for waiting tables, taking orders etc.
- Use of till and credit card machine

Benefits to you:

- Meet new people and become a valued member of a small friendly, professional and dynamic team
- Be a vital contributor to the world class experience provided to visitors
- Develop skills in catering and customer service whilst increasing your employability
- Share your own skills with others
Support your local Museum and community

Disclosure: No specific disclosure required