



## MACLEOD TABLES CAFE ASSISTANT JOB DESCRIPTION

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**ACCOUNTABLE TO:** Cafe Manager & Assistant Manager

**LOCATION:** MacLeod Tables Cafe, Dunvegan Castle

### **JOB SUMMARY:**

As a member of the cafe team, you will provide our trademark warm Highland Welcome to our customers in a busy catering hub. Assist with the food prep, presentation, serving and selling of hot and cold drinks, sandwiches, snacks and hot meals. You are accountable for maintaining exceptional standards of customer service as part of delivering the 5\* visitor experience our customers expect.

You will be responsible for daily cash handling, opening up and closing down procedures at the beginning and end of each trading day, recording stock, monitoring temperatures of fridge freezers, and other tasks as requested by the Cafe Manager.

This role involves regular weekend and Bank Holiday working.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Estate.

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### **KEY RESULT AREAS:**

#### **Delivering the Visitor Experience**

You will be responsible for delivering the following:

- To provide a warm, Highland welcome to all visitors to the café.
- To ensure that all merchandise is clearly and accurately priced.
- To assist with stock-takes and stock counts as required
- Positive response to customer feedback both positive and critical
- Develop knowledge of all the visitor facilities at the Castle & Gardens to assist visitors with their visit and cross-promote other parts of the Estate's businesses.
- To take the necessary precautions to ensure the security of all monies, under your control as well as all information and information systems.
- Professional manner towards customers, colleagues, other MacLeod Estate staff and suppliers, contractors.

### **Presentation and Preparation of food**

- Ensure that the food presentation areas are presented to agreed standards at all times.
- Food handling and preparation confirms to highest food hygiene standards.
- High standards of personal hygiene in accordance with Food Safety Training and Guidelines.
- Strict stock rotation observed at all times, such that waste is kept to a minimum and out-of-date products are discarded promptly and appropriately.
- All areas are clean and tidy at all times.
- All food products are attractively displayed.
- All products are correctly priced.
- Ensure waste is kept to a minimum and recorded.
- Point of sale is correctly presented and positioned.

### **Customer Care**

- Take responsibility for providing excellent customer service.
- Take part in staff training.
- Assist customers with queries in a professional, efficient, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.

### **Cash Handling**

Take responsibility for end of trading day cashing-up procedures. Carry out till operations according to training and best practice as advised by your line manager.

- Carry out sales to the public.
- Follow cash handling, cashing up and reconciliation procedures accurately as required.
- Computer/touchscreen till competency. Training will be provided.

### **Health & Safety**

Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.

- Reporting of accidents.
- Read, understand, sign and work in accordance with relevant risk assessments.
- Report any unsafe practices or broken machinery/equipment to the Cafe Manager immediately.
- Use all equipment as trained observing all safe practices, so that accidents are avoided.
- Undertake a Basic Food Hygiene training course.
- Follow COSHH procedures.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Macleod Estates policies.

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## **KNOWLEDGE, SKILLS AND EXPERIENCE:**

### **Knowledge:**

#### ***Essential***

Basic Food Hygiene Certificate.

Some experience of till operation.

Self-Motivated, enthusiastic, dynamic and energetic.

Interest in and knowledge of Dunvegan Castle & Gardens – essential

### **Skills & Qualifications:**

#### ***Essential***

Excellent verbal communication skills

Good organiser with a can-do attitude

Customer focussed and able to remain calm under pressure

Able to work alone and use initiative

Comfortable selling, and actively cross promoting other business areas of the estate.

#### ***Desirable***

Good verbal communication skills

### **Experience:**

#### ***Essential***

Has worked as part of a team.

Proven ability in carrying out instructions.

Has experience in dealing with the public in face-to-face situations.

Able to field complaints.

Cash handling experience.

#### ***Desirable***

- Confident operating small portable appliances such as blenders and coffee machines etc.