



JOB DESCRIPTION: CAFÉ BAR ASSISTANT

ABOUT CHAPTER

Chapter is an outstanding centre for contemporary arts and culture based in Cardiff.

Each year we present more than 2000 events and programmes which attract over 750,000 visitors to the venue. We're committed to showing the best art, performance and film from Wales, and from the world to the widest possible audience.

We also manage our own café bar that's open seven days a week and makes a vital contribution to the social life of the venue, offering a vibrant and safe environment for our local community.

The space has 200 covers, and food is on sale every day from 9am to 8.30pm, with a varied menu of freshly made hot food, sandwiches and salads, tea, coffee and cakes. Alcohol is served from midday to 11pm. We also offer a hospitality service for events at the venue, providing a full range of refreshments.

We are employee focused, through our benefits, policies and practices.

CAFÉ BAR

Our café bar is located in the main concourse, with space for 200 covers. Food is on sale every day from 9am to 8.30pm, with a varied menu of freshly made hot food, sandwiches and salads, tea, coffee and cakes. Alcohol is served from midday to 11pm.

There is a hospitality service for functions within the arts centre, providing a full range of refreshments from tea and coffee to sandwich platters and buffets.



DUTIES

Café and bar

- Maintain a high level of customer service to all visitors, being welcoming and friendly.
- Be knowledgeable about each day's menu, guest beers and wines.
- Operating the till taking orders, working accurately and efficiently.
- Take and prepare hot and cold beverage and deliver to customers.
- Take food orders and deliver to customers, working with the kitchen team to ensure prompt service.
- Maintain displays of food, restock chiller cabinets and servery, ensure supplies of sugar, condiments, milk etc are maintained where customers can use them, ensure cutlery is clean and wrapped for service.
- Clean and clear service areas in the café, behind the counter and in hire rooms where hospitality has been delivered.
- Assisting with cellar maintenance and procedures such as changing barrels and gas, where necessary.
- Act in accordance with licensing laws in relation to the serving of alcohol.

General

- To be responsible at all times when on duty for Health & Safety, licensing requirements and good food safety practice.
- Follow agreed dress code, including items of work wear provided to you. Maintaining cleanliness and a neat appearance.
- Be aware of special dietary needs and the food and drink we offer to support those.
- To have a commitment to Chapter's Equal Opportunities policy and share in its active promotion
- To understand Chapters Code of Conduct and work within it.
- To undertake any other duties relevant to the post and requested by senior staff
- To attend any training sessions as required by Chapter
- Adhere to our COVID-19 safety protocol.

WORKING HOURS

As advised by your supervisor, covering early and late as well as weekend shifts.

PERSON SPECIFICATION	Essential	Desirable
Customer Service experience		✓
Ability to work in an environment which can be pressured at times	✓	
Good level of Numeracy and Literacy		✓
Knowledge of the Welsh language		✓
Outgoing friendly personality	✓	
A good team player	✓	
Able to work flexible hours	✓	
Able to work unsociable hours	✓	

Chapter is committed to Equal Opportunities for all, in both its employment practices and its programme. We encourage applications from people from all parts of the community regardless of race, colour, gender, disability, religion, marital status, parental status, socio-economic background or sexual orientation.

ABOUT THE BENEFITS

We are a flexible and friendly employer, offering hybrid working and flexible hours. Staff benefits include:

- 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions.
- Chapter operates a contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.
- 20% off food and drink in the café bar.
- Enhanced Maternity and Adoption Pay, after a year's service.
- Welsh at Work scheme.
- Two free cinema tickets a month.
- Access to an Employee Assist Programme.
- Complimentary tea/coffee in our office space.
- Complimentary lunch when working in the building.
- Support for continuous development.
- Eye Care for DSE.
- Secure bike racks.
- Staff parking.
- Staff socials.