

HOLKHAM

Job description

Café Assistant

LOCATION	Holkham and Wells-next-the-Sea, Norfolk
REPORTING TO	Café Manager / Supervisors / Catering Manager
LATERAL RELATIONSHIPS	Café Assistants – all cafés

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafés, shops, concerts and events.

Holkham Enterprises and Holkham Events Ltd.

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from three car parks, three cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Over the past five years there has been significant investment to transform the visitor experience at Holkham and 2016 saw the opening of our new state-of-the-art banqueting and events facility, The Lady Elizabeth Wing.

Overall job purpose

The estate's leisure businesses now account for over two thirds of its revenue. The role of the Café Assistant is to help in the smooth day-to-day running of our cafés and maintain consistently high

standards of presentation and customer service. You may be required to work within any one of the three cafés that Holkham own, and also the Lady Elizabeth Wing. You will work to an operational rota which will include bank holidays and weekends.

Job description

The following is intended to provide guidance as to duties but it is not exhaustive. You will, from time-to-time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include:

To assist the Café Manager/Duty Manager in the day-to-day running of the café.

To maximize food and beverage sales through upselling at all possible opportunities

To ensure that the café in which you are working is kept clean and tidy at all times. This will include checking and clearing tables. All crockery and equipment to be thoroughly cleaned and work surfaces wiped down regularly.

To display, as required, cooked and pre-packaged foods in order to maximize catering sales. There will be a requirement to work towards planograms to ensure consistency and to give maximum exposure to high profit margin items.

To check the levels of drinks and products in the display units, replace them as required and notify Café Manager/Duty Manager/Catering Supervisors of any low stock items. Where appropriate.

To implement licensing laws, with a knowledge of the Café premises license. This will include approving and denying alcohol sales where appropriate.

To notify the Manager/Duty Manager of all compliments, queries or complaints received relating to the cafés or associated Holkham businesses.

To develop and maintain a high level of knowledge of our food and drink products, our local suppliers and general knowledge and understanding of the Holkham and the wider estate.

To attend regular team meetings

To adhere to the Company's Health and Safety policy at all times.

To make a positive contribution to the work of the company as a whole.

Personal qualities

Initiative, energy, enthusiasm and excellent customer service skills

Good presentation and sales skills

High standards of personal presentation

Team player

Flexibility, a positive attitude and an ability to work calmly under pressure

You must have the right to live and work in the United Kingdom

Previous catering experience would be preferred but is not essential

Training

You will be required and encouraged to engage in a program of professional development during the season.