



### Job Description

<b>Job Title:</b>	MADE Café Assistant
<b>Accountable To:</b>	MADE Café Supervisor
<b>Location:</b>	MADE Wellness Centre, Moddershall Oaks

### Our Vision... Our purpose & reason for existence

Creating a happier, healthier everyday life through discovery, encouragement & positivity.

### VALUES.... who we are & how we benefit you

Happiness...as a choice

Vibrant..... colourful energy

Healthy.....redefined

Inspiring.... a greater you

Optimistic...positive belief

Attainable...Anything is possible

### Uniqueness...why are we unique, good at what we do & why that matters to you

The MADE brand redefines healthy eating. The inspiring team of MADE ambassadors will encourage our customers to embrace their healthier choices.

### Growth Potential.... Strategic intent, stretch goals, future aspirations

To build an established brand and loyal following.

Create a tangible business model for a multi-site roll out in affluent locations outside of London.

### About MADE...

The concept of MADE is to 'create a happier, healthier everyday life through discovery, encouragement & positivity'. Redefining healthy, we are building an inspiring team of MADE ambassadors who will encourage our customers to embrace healthier choices. We will showcase a range of delicious treats that really are good for you, before adding fitness, wellbeing, lifestyle and education to the brand. Watch us grow... [www.welcometomade.com](http://www.welcometomade.com)



## **Job Purpose**

The MADE Café Assistant is responsible for ensuring the smooth delivery of the daily operations of our café, whilst displaying enthusiasm and offering an exceptional standard of customer service and professionalism.

Often working independently, they will serve customers, prepare food and drink to order and ensure all cleanliness procedures are followed.

## **Principal Accountabilities:**

1. Maintain excellent understanding and product knowledge of MADE and deliver a 5 star first-class service throughout the Wellness Centre.
2. Take orders, whilst assessing customer needs, providing suggestions and recommendations and be willing to discuss plant-based diets and healthier choices.
3. Be able to prepare and serve all food and drink items on the MADE menu with speed, accuracy, taste and presentation.
4. Promote excellent service delivery at every angle including over the phone, online, over the counter and service to table – wow our customers.
5. Ensure cleanliness throughout all areas of the café, completing all daily and weekly tasks and reporting any maintenance issues using the appropriate channels.
6. Ensure that high standards of food hygiene, and health and safety are maintained in the café kitchen and pick up on any issues.
7. Take part in and help to organise food events and any other events at MADE such as the yoga brunch.
8. Assist in the marketing of MADE by taking and sharing relevant food, drink and café images and videos.
9. Ensure a professional image is maintained at all times including uniform and appearance standards.
10. Maintain inventory levels through regular stock takes and show initiative to place orders if required.
11. Receive and record deliveries, storing goods in the appropriate places with the correct labelling and temperature checks.
12. Assist the Café Supervisor with the management of retail displays in order to maximise sales, cross selling and additional up-sell opportunities.
13. Handle complaints in a professional manner and provide appropriate solutions, keeping the Café Supervisor and Centre Manager aware of all complaints.
14. Ensure that all food & beverage wastage is correctly recorded.
15. Work with cash, card machines, till, iPad, and our software app to sell our items ensure adequate cashing up.
16. Be able to open and close the Wellness Centre, providing Centre cover if and when required.
17. Work with the other members of the MADE team to promote MADE as a wellness centre in its entirety, helping to promote classes, memberships, packages, retreats, events and workshops.
18. Be a positive ambassador of MADE always.



**Person Specification**

<b>Job Title: MADE Café Assistant</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b> Level 2 Food Safety and Hygiene qualification Allergen Awareness qualification	Essential Essential	Application Application
<b>Proven Experience</b> Experience of a similar role Experience of providing a high standard of service to guests, ideally in a hospitality setting Experience of guest care, taking and delivering accurate food and beverage orders Experience in a kitchen or catering environment	Desirable Desirable Desirable Desirable	Application Application Application/interview Application
<b>Knowledge, Skills and Abilities</b> Outstanding customer service skills Some knowledge of sales and marketing techniques Knowledge of health and safety regulations Time management, able to multi-task and work at a fast pace Excellent verbal communication skills Self-motivated and able to work on own initiative Displays an enthusiastic and welcoming approach Willing to go the extra mile to help achieve MADE's vision	Essential Desirable Essential Essential Essential Essential Essential	Interview Interview Interview Interview Interview Interview Interview
<b>Other Attributes</b> Able to work effectively in line with MADE core values Flexibility to work to the changing needs of the business Able to organise own transport to and from work	Essential Essential Essential	Interview Interview Interview

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, MADE may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_