



Job Description

Job Title:	MADE Café Assistant
Accountable To:	MADE Centre Manager
Location:	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.

Job Purpose

The MADE Café Assistant is responsible for supporting the smooth day-to-day operation of the café, delivering exceptional customer service and maintaining high standards of food and drink preparation, cleanliness and presentation.

Working independently during allocated shifts, they will prepare and serve food and drinks, assist customers and ensure all café procedures and standards are consistently followed.

The role requires enthusiasm, initiative and attention to detail, working collaboratively with the Café Supervisor and Centre Manager to ensure the café operates efficiently and provides an excellent customer experience.

Principal Accountabilities:

1. Maintain an excellent understanding and product knowledge of MADE, delivering a 5-star, first-class service throughout the Wellness Centre.
2. Take customer orders, assess customer needs, provide suggestions and recommendations, and confidently discuss vegetarian options, ingredients and healthier choices.



3. Prepare and serve all food and drink items on the MADE menu, following agreed recipes and specifications, with particular attention to quality, taste, presentation, portion control and preparation times.
4. Be aware of special dietary requirements, allergens and suitable substitutes, ensuring excellent service delivery across all customer interactions, including telephone, online, counter and table service.
5. Maintain high standards of cleanliness and presentation throughout the café, completing all daily and weekly cleaning tasks and reporting any maintenance issues through the appropriate channels.
6. Follow all food hygiene, allergen awareness and health and safety procedures, ensuring relevant checks and records are completed accurately and any concerns are reported promptly.
7. Support the preparation and delivery of café-related food events and other MADE events.
8. Assist in the marketing of MADE by taking and sharing relevant food, drink and café images and videos.
9. Maintain clear and effective handovers between café shifts, ensuring relevant information, outstanding tasks, stock requirements and operational updates are communicated appropriately.
10. Follow operational guidance and handovers provided by the Café Supervisor, completing required food preparation, stock replenishment and other café tasks to support the smooth running of the operation.
11. Monitor stock levels, assist with regular stock takes and communicate any ordering or replenishment requirements to the Café Supervisor.
12. Receive and record deliveries, ensuring products are checked, labelled and stored correctly in accordance with food safety requirements.
13. Maintain accurate records of food and drink wastage, temperatures, use-by dates and other relevant food safety checks.
14. Ensure café cupboards, displays, price lists and promotional materials are kept clean, organised and well presented in line with MADE standards.
15. Support the preparation, replenishment and presentation of the Grab & Go offering, ensuring products are correctly labelled, displayed and stored.
16. Deliver exceptional customer service, handling routine customer queries and complaints professionally and escalating any significant concerns to the Centre Manager.



17. Ensure the responsible use of café resources, including food, drink, electricity, water, cleaning materials and equipment, taking care to minimise waste and unnecessary expenditure.
18. Process cash and card transactions accurately, complete cashing-up procedures where required and report any discrepancies to the Centre Manager.
19. Assist with opening and closing the Wellness Centre when required, following established procedures, and ensure the café is left clean, secure and appropriately prepared for the next shift.
20. Maintain a good understanding of MADE's wider facilities, services and offerings, providing customers with relevant information and directing enquiries to the appropriate team member where required.
21. Maintain a professional image at all times, including uniform and appearance standards, and act as a positive ambassador for MADE.
22. Carry out any other reasonable duties appropriate to the role, as requested by the Centre Manager.

Person Specification

[illegible]



Other Attributes 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
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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: _____