

## **Black Box Spice /Black Box Moreish**

Black Box Spice /Black Box Moreish is based in Shrewsbury Market hall as is part of a dynamic space that is the focus of Shrewsbury town centre. whether you are popping in to meet some friends over brunch, having a meeting or coming to an event or performance the Market Hall is the place to be.

With our newly redeveloped business we offer both a unique retail and dining experience in Market Hall we aim to be the heart of market life! As a **Café Waiting Staff & Retail Assistant** you will need to show excellent customer service skills, team work & be able to work daytimes and the occasional evening both on weekdays and weekends.

**You MUST apply via email only at [info@blackboxspices.co.uk](mailto:info@blackboxspices.co.uk) with a short introduction about yourself, a current CV and the position title in the subject line of the email.**

### **POSITION DESCRIPTION**

<b>POST:</b>	<b>Cafe Waiting Staff &amp; Retail Assistant x 2</b>
<b>ACCOUNTABLE TO:</b>	The post holder will be responsible to the Black Box Spices Ltd (BBS Ltd) Line Manager/s.
<b>HOURS:</b>	Part-time /full time (£6.56-£9.00 /hr plus tips)
<b>LOCATION:</b>	Usually located in the Shrewsbury Market Hall but will be required to work at other sites when required.

### **PRIMARY OBJECTIVES OF ROLE**

- To serve customers either in the retail shop or the Café; where serving alcoholic drinks to ensure licensing laws are adhered to
- To serve customers with food and to ensure food hygiene regulations and company health & safety guidelines are adhered to
- To ensure that the EPOS systems and Stock Management processes are used as directed and any issues reported
- To ensure the delivery of excellent customer service at all times
- To ensure excellent housekeeping standards
- To ensure the smooth running of service

### **MAIN DUTIES OF ROLE**

- To always give customers excellent service
- To adhere to all Company policies and procedures to ensure a safe and clean environment for staff and customers
- To assist with coffee, food preparation and retail service, ensuring timely delivery
- Washing all utensils, pots, pans, plates and any equipment used in the kitchen production area during the working day and ensuring that clean equipment is available
- To use the EPOS system as directed and trained
- To attend to housekeeping as directed by the line manager
- To put out stock as directed and ensure all the shelves are stocked – advising line manager

- of any discrepancies
- To ensure that the cash management / float management procedures are adhered to and discrepancies rectified and reported
- To be responsible for the security of the venue along with the other staff – working closely with Management
- To adhere to licensing laws and food hygiene regulations as directed
- To assist with stock checking where directed
- To take any deliveries where directed and sign for said deliveries

#### **GENERAL DUTIES OF ALL STAFF**

- To contribute and assist in BBs Ltd's planning processes
- To contribute to the positive and professional image of the Company and not act in such a manner as to bring the Company into disrepute, and to portray a positive image, both internally and externally of the Company by displaying high standards of service, integrity, punctuality, politeness and professionalism;
- To fulfil own administrative requirements;
- To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested;
- To take ownership of your Induction, Personal Review Programme, Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service;
- To assist in key events throughout the year, including late night openings, internal and external events, fairs and trade events, if necessary;
- To be responsible for environmental consideration and environmental best practice.

#### **COVID-19 precaution(s):**

- Personal protective equipment provided or required
- Social distancing guidelines in place
- Sanitisation, disinfection or cleaning procedures in place
- Covid 19 precautions/testing/screening will be required as per any government directives

## PERSON SPECIFICATION

When selecting successful candidates for the role of **Retail and Cafe Assistant** the selection panel will be looking for evidence of experience and/or competence in the following areas:

CRITERIA	Requirement
<b>QUALIFICATIONS</b>	
Current certificate 2 in food handling (UK) /obtained prior to starting	Essential
<b>EXPERIENCE</b>	
Experience of working to deadlines.	Essential
Demonstrable experience of working effectively on own initiative.	Essential
Experience of cash handling	Essential
Experience in working in customer service	Essential
<b>KNOWLEDGE</b>	
Demonstrable understanding of working for small to medium businesses	Desirable
<b>ATTRIBUTES AND SKILLS</b>	
The ability to work effectively in a team.	Essential
Self-starter with 'can do' attitude.	Essential
An eye for detail plus the ability to produce accurate work when under pressure.	Essential
Proven ability to maintain a calm disposition when working in a fast passed environment with multiple demands.	Essential
The ability to create and maintain strong working relationships.	Essential
Friendly and approachable remaining customer focussed at all times.	Essential
Excellent communication skills (written and oral) and the ability to explain detailed information to others.	Essential
Self-motivation and self-reliance.	Essential
<b>VALUES AND ETHICS</b>	
Proven track record of putting stakeholder needs at the forefront of all activity	Essential
Personal commitment to equality and diversity	Essential
To work to full potential and assist in ensuring excellent customer service is delivered at all times	Essential