

TYNESIDE
BAR CAFE

JOB PACK

SERVICE ASSISTANT



JOB PACK

SERVICE ASSISTANT

TYNESIDE CINEMA

“Imagine if every business were a lightbulb and that for each light bulb the primary goal was to attract the most moths possible. Now what if you learned that 49% of the reason moths were attracted to a bulb was the quality of its light, and 51% of the attraction was to the warmth it projected by the bulb... I want to be overcome by moths. Our staff must be like a scintillating string of one-hundred-watt lightbulbs, whose product is the sum of 51% feeling and 49% task.”

Danny Meyer – Setting the Table

Tyneside Cinema is one of the UK’s leading independent specialised film and media venues, housed in a spectacular Grade II listed building in the centre of Newcastle-Upon-Tyne.

In 2014 the Cinema embarked on a capital redevelopment project, this saw the birth of the Bar Café. After one and a half years of growth in trading we are expanding our organisation, improving our offer and looking for individuals who have passion for providing excellent customer service.

Our mission is to offer the best fresh food in the city centre, working with local suppliers to create a welcoming destination with the finest drinking and dining experience.



JOB DESCRIPTION

Job Title:	Service Assistant
Hours:	Part time or Full time
Wage:	Minimum wage / National living wage
Responsible to:	Bar Manager
Responsible for:	N/A

JOB OVERVIEW:

Provide excellent and welcoming hospitality to all, maintaining the atmosphere and cleanliness of the bar and restaurant area, upsell the offers available and deliver the perfect dining experience.

CORE TASKS

01. Maintain a welcoming environment and atmosphere in the bar and dining area, providing a consistently high level of customer service.
02. Have full product knowledge of the offer and the confidence to upsell to customers.
03. Clear tables, remove dishes, wash and polish glasses and ensure venue is spotless at all times
04. Supplies such as wine, bottles and tableware should be fully stocked at all times.
05. Serve food and beverages to customers to the highest standard.
06. Take excellent care of the building and spaces that we operate in.
07. Adhere to the Cinema Health and Safety Policy; and Food Hygiene standards.
08. Ensure that all public areas are kept clean and tidy, presentable and safe for the public at all times.
09. Achieve these tasks with due consideration for the environment and work to enable the cinema to be as sustainable a business as practical.
10. Any other duties as reasonably requested to fulfil the business objectives of the company.

PERSON SPECIFICATION

- Key:** **A** To be demonstrated in the application form
I To be demonstrated at interview
T To be demonstrated by completing a measureable test

SKILLS & ATTRIBUTES			
Essential Criteria		Desirable Criteria	
Positive, friendly and welcoming demeanour to welcome customers and create a great atmosphere for colleagues and guests.	I	CIEH Level 2 Award in Food Safety in Catering	A
Ability to manage time effectively and remain punctual.	I		
Ability to understand information quickly and accurately.	A/I		
Able to demonstrate use of initiative, with examples.	I		
Self-motivating and proactive.	A/I		
Reliable, honest, respectful, confident and well presented.	I		
Flexible approach to working hours, willing to respond to out of hours calls/emergencies.	A		
Flexibility, willing to learn and have the aspiration to expand into a more senior position.	A/I		

EXPERIENCE

Essential Criteria		Desirable Criteria	
		Experience of working in a restaurant or café.	A
		Able to demonstrate the past use of creativity in work or education. (provide examples)	I
		Experience of cocktail making.	A

KNOWLEDGE

Essential Criteria		Desirable Criteria	
Able to demonstrate an understanding of what good customer service feels like, with examples of having provided it.	A/I	A basic working knowledge of licensing regulations.	A/I
Able to demonstrate the ability to provide on the job training and support to new team members	A/I	A basic knowledge of stock control, wastage management and weights and measures regulations	A/I
		Able to demonstrate knowledge of standard hot and alcoholic beverages, how they should be poured or served.	T
		Able to demonstrate a basic understanding of health and safety in the work place	A/I

- Key:** **A** To be demonstrated in the application form
I To be demonstrated at interview
T To be demonstrated by completing a measureable test

HOW TO APPLY

To apply for this position please download and complete an application form and email it to: recruitment@tynesidecinema.co.uk with '**Service Assistants**' in the subject line.

Or return you application by post to:

Tyneside Cinema
10 Pilgrim Street
Newcastle upon Tyne
NE1 6QG

The deadline will close once all positions have been filled.
Interviews will be held as soon as the applicant is available.

If you have any questions about the role please contact us at recruitment@tynesidecinema.co.uk

Please note that only successful candidates will be contacted for interview.