



grassmarket
community project



Café/Events Server

Background

Grassmarket Community Project takes an innovative approach to providing sanctuary and support to participants many of whom are amongst the most vulnerable of our citizens. Through mentoring, social enterprise and education in a nurturing environment, the project develops skills enabling participants to develop to their full potential and reconnect with themselves, others and the wider community. We provide a range of engagement activities and social enterprise opportunities for people with disabilities, homeless people, people who are roughsleeping, who have mental health issues, mental illness or neurological disorders. Social Enterprise is key to how we fund and deliver our impact.

Catering & Events <https://grassmarket.org/cafe/> <https://www.coffeesaints.co.uk/>
<https://grassmarket.org/events-space/>

Grassmarket Centre (Events) and our café and catering services have been our most commercially successfully generating millions of pounds of revenue for our charity and winning multiple awards. The Grassmarket Centre is an architectural award-winning, city-centre location and social enterprise venue within the Grassmarket area. Our main event space, meeting room and other spaces are made available for a wide variety of events. Our onsite café provides teas, coffees, cakes, breakfasts, lunches and snacks to over 100,000 customers a year. In 2021 we opened Coffee Saints, our first café entirely for the general public. All events are personalised around our customers. Catering and events are serviced and supported by a well-integrated team of professional staff and members of our community. As well as our two main cafés we have successfully run canteens and cafes for other customers around the city.

Role Purpose

The purpose of the Server Role is to support the management team in the day to day running of our catering services. This is a wide-ranging role requiring strong interpersonal, communication, customer service skills and a 'can-do' attitude. Above all, the post holder must have a pleasant disposition and positive attitude to the care of our customers and our members alike. As a member of the Catering Team you will contribute to the provision of a quality service to meet standards in line with agreed procedures and provide a warm welcome to visitors, so that the reputation of the Grassmarket Community Project is maintained and enhanced.

Key Tasks and Responsibilities

General

- Ensure the café/event is set up accordingly and ready for the day's trading/activity.
- Close down the site at the end of each shift ensuring all tasks are completed.
- Develop good working relationships with the staff and management team and wider organisational team.
- Communicate with partner representatives ensuring good communication and relationships are maintained.

Customer Service

- Create a welcoming friendly environment for all customers.
- Ensure all customers are served quickly in a friendly and professional manner at all times.
- Provide high levels of customer care, so that our reputation is enhanced, and sales targets achieved.
- Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.
- Ensure all public areas of the café including the garden area and toilets are clean and in good repair at all times.
- Ensure all food and drinks are served correctly according to the menu specification.

Financial

- Ensure all cash and card payments are carried out accurately and you inform a manager of any discrepancies
- Check all stock delivered ensuring that all shortages and discrepancies are recorded and remedied.
- Ensure all stock is stored appropriately and used in rotation.
- Take responsibility for the security of all company belongings including equipment, stock and cash.
- Assist in completing accurate monthly stock counts

Health & Safety

- Take reasonable care for the health & safety of yourself, staff, stakeholders and customers.
- Ensure the completion of daily and weekly cleaning as directed in the cleaning schedule and complete to a high standard.
- Follow all HACCP & COSHH procedures
- Make sure all temperature records are completed as part of HACCP system
- Ensure all aspects of Security, Fire and emergency procedures are carried out, so that established good practises are adhered to.
- Ensure all waste is recycled in accordance with procedure, minimizing cross contamination and additional cost to the company.
- Report all accidents/incidents to the Café Manager and ensure the accident book is completed fully.
- Report any unsafe practices or broken machinery/equipment to the Café Manager, so that remedial action can be taken immediately.

Training & Development

- Participate in staff training as and when required.
- Support volunteers, apprentices, members and those with additional needs through mentoring and support as required.

Other Duties

- Ensure all food products are attractively displayed, including allergens.
- Ensure point of sale correctly presented and positioned.
- Ensure that the non food retail is well stocked, priced and prominent.
- Assist in the service of a regular “open door meal”
- Assist in the service of events and bistro evenings.
- Any other reasonable duties agreed with the Café Manager, Assistant Café Manager or Social Enterprise Director that supports the development of the business.

Key Skills and Experience

- Experience in a similar environment.
- Excellent communication skills
- Sound knowledge of food health and safety regulations.
- Elementary Food Hygiene Level
- Ability to work with a wide range of people staff/volunteers
- Good organisational skills
- Ability to work on own initiative and as part of a team
- Ability to meet and exceed targets
- Flexibility
- Creativity

Terms and Conditions

Location:	Flexible between Grassmarket Centre, Coffee Saints and other event locations when required.
Reports to:	Café Manager
Hours:	20+ hours/week over 5/7 days including some evenings & weekends
Payment:	£9.90 per hour plus 4% peoples pension
Holidays:	29 Days per year pro rata
To apply:	Send your CV and cover letter by email to catherine@grassmarket.org
Deadline:	12noon on Monday 25 th April
Start:	Several positions available with start dates from May onwards

Personal Specification and Critical Competencies

Critical Competencies	Essential	Desirable
Experience within a Brand Café/Restaurant		✓
Ability to work to a high standard	✓	
Ability to adapt and use initiative	✓	
Excellent organisational skills	✓	
Technical knowledge/education		
Food Hygiene at Elementary Level	✓	
Experience working in events		✓
Experience required for the role		
Barista Trained	✓	
Till Trained	✓	
Aptitude and attitude		
Ability to work with a wide range of people with mixed abilities.	✓	
Ability to work on own initiative to agreed plans and targets.	✓	
Desire to build peoples self-esteem and confidence.	✓	
Passionate about Scottish Hospitality	✓	
Creative and flexible approach to problem solving	✓	
Commitment to social justice	✓	
Commitment to the circular economy	✓	