



<b>Job Title</b>	:	Café Manager
<b>Contract</b>	:	Permanent
<b>Salary</b>	:	National Living Wage as per age band
<b>Hours</b>	:	35 hours per week (9.30am – 4.30pm with ½ hour paid lunch break)
<b>Location</b>	:	Revive MS Support, Govan
<b>Reports to</b>	:	Finance and Facilities Manager
<b>Direct Reports</b>	:	None

### **About Revive MS Support**

More than 15,000 people live with MS in Scotland, the highest prevalence of any country in the world. Based in Glasgow, Revive MS Support provides specialist multi-disciplinary services and support for those living with the disabling and debilitating symptoms of MS, and their families and carers.

### **Job Purpose**

All aspects of running our busy café for our clients, carers, and visitors at Revive MS Support.

### **Key Responsibilities**

- Serve clients efficiently with food and drink orders and take donations
- Assist in preparation of café and counters before, during and at the end of service
- Offer clients amazing standards of customer service and care
- Demonstrating the highest standards of welcome and care when assisting clients at the tables and delivering orders
- Preparation and service of hot and cold beverages, sandwiches, filled rolls and other food items.
- Responsibility for menu items
- Ensuring adequate stock levels of supplies and consumables for café area, managing orders and stock rotation
- Managing busy periods and meeting client expectations
- Keeping the areas tidy and clean including table clearing, removing dirty dishes and waste
- Handling any complaints in the first instance and reporting feedback to line manager
- Working within established guidelines and operating procedures
- Responsibility for security (product and cash), taking payments accurately
- Keeping up to date with special promotions and creating displays
- Ensuring compliance with all legislation, health and safety, and food hygiene
- Being flexible to cover other areas of the Centre in the event of holidays/sickness

### **Person Specification**

#### **Essential**

- Having a friendly and engaging personality, a good communicator, able to work under pressure
- Comfortable working with members of the public, able to initiate conversations and provide a sincere welcome and enjoy delivering good service
- Need to be willing to learn, take instruction and work under own initiative, supporting other team members and able to multitask

- Assistants will be on their feet for most of the day and may be required to lift and carry trays and crockery, restocking shelves etc
- A reliable, well organised, and efficient team player
- Knowledge of till operation and cash handling
- Excellent standards of personal presentation
- Food Hygiene training / qualifications

**Desirable:**

- Previous catering experience
- Awareness of the experience of people affected by multiple sclerosis.