



MACLEOD TABLES CAFE COOK/BAKER

JOB DESCRIPTION

ACCOUNTABLE TO: Cafe Manager

LOCATION: MacLeod Tables Cafe, Dunvegan, Isle of Skye IV55

JOB SUMMARY:

As a member of the MacLeod Estate team, you will provide our trademark warm Highland Welcome to our visitors.

Prep, serve and sell delicious hot and cold food, pastries, scones, and other home baked produce.

Oversee the daily opening and closing cafe kitchen procedures and food hygiene protocols.

Assist with recording and ordering stock, monitoring freezer storage temperatures and any other tasks requested by the Cafe Manager.

This role involves regular weekend and Bank Holiday working in a busy heritage attraction.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Estate which are outwith this remit.

KEY RESULT AREAS:

Delivering the Visitor Experience

You will be responsible for delivering the following:

- Produce good quality and delicious food and baked produce that generates positive customer feedback and online reviews while maintain GP margins.
- Assume temporary line manager responsibilities when the Cafe Manager is off site.
- Professional manner towards customers, colleagues, suppliers, and contractors.
- Extending a warm Highland welcome to all cafe customers.

Presentation and Preparation of food

- Ensure that the food quality and presentation areas is always presented according to high safety and visually appealing standards.
- Food handling and preparation adheres to all current food hygiene standards and regulations.
- High standards of personal hygiene in accordance with Food Safety Training and Guidelines.
- Undertake a Basic Food Hygiene training or refresher course if required.
- Strict stock rotation observed at all times, such that waste is kept to minimum and out-of-date products are discarded promptly and appropriately.
- All kitchen and back of house areas are clean and tidy at all times.
- All food products are attractively displayed.
- All products are correctly priced.
- Ensure waste is kept to a minimum and recorded.

Customer Care

- Take responsibility for providing excellent customer service.
- Take part in staff training and induct new kitchen team members.
- Assist customers with queries in a professional, efficient, courteous manner to ensure our 5* service standards are met, and complaints kept to a minimum.

Cash Handling

- Assist with daily cashing up and cash reconciliation procedures accurately as required.
- Carry out till operations according to training and best practice as advised by the Cafe Manager.

Health & Safety

- Reporting of accidents.
- Read, understand, sign and work in accordance with the cafe dept. risk assessments.
- Report any unsafe practices or broken machinery/equipment to the Cafe Manager immediately.
- Use all equipment as trained, observing all safe practices, so that accidents are avoided.
- Follow COSHH procedures.
- Take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.
- Adhere to Macleod Estate Health & Safety policies.

KNOWLEDGE, SKILLS AND EXPERIENCE:

Knowledge:

Essential

Basic Food Hygiene Certificate.

Cooking and baking qualifications and experience
Some experience of till operation.

Skills & Qualifications:

Essential

Excellent verbal communication skills
Good organiser and team leader
Able to cope with varying pressures
Able to work alone and use his or her own initiative
Comfortable “selling”
Customer focussed and confident with people
Punctual

Desirable

Good written communication skills

Experience:

Essential

Has worked as part of a team.
Proven ability in carrying out instructions.
Has experience in dealing with and diffusing issues with the public and staff in face-to-face situations.
Able to field complaints.
Cash handling experience.

Desirable

- Confident operating small portable appliances (e.g. Food Blender)