

# Café Assistant

## ECARE



**Salary:** From £8.45 per hour

**Locations:** Llandegfedd – Pontypool

### Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment. It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

### What we do

Our reservoirs provide the drinking water, not only for the people of Wales but also across the border into parts of England. They also provide a vital habitat for wildlife and consequently are all very popular with walkers and wildlife enthusiasts while offering a great and beautiful work environment.

We have visitor centres at four of our largest reservoirs, each offering a cafe and retail area in some of the most beautiful settings in Wales. Our colleagues provide great levels of customer service, freshly prepared meals and snacks, and of course a great cup of coffee. Our centres are popular throughout the year, especially during high season between April and October.

### What you'll do

You'll join a great team of colleagues at the Visitors Centre. A flexible approach and team work is essential. You will be smart and presentable, and able to communicate in an enthusiastic, knowledgeable and helpful way to visitors, projecting a positive image for Welsh Water at all times. There is no public transport available, so access to reliable transport is essential.

A satisfactory DBS check will be required prior to start date for all successful applicants.

### What we offer

We know that if our employees are happy, our customers are happy.

- ◆ Various working hours available
- ◆ Full Training Provided
- ◆ Beautiful location and surroundings
- ◆ Onsite restaurant and car park
- ◆ Supportive team and environment

### Interested?

Please complete the Application Form, available on our website, and return it to [Recruitment@dwrcymru.com](mailto:Recruitment@dwrcymru.com)

Applications must be received by: **Tuesday 25<sup>th</sup> July (midday).**

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## Café Assistant

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**Reports to:** Café Supervisor / Chef Manager

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**Working hours:** Various working hours available

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**Disclosure Level:** DBS Check required prior to start date

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### What you'll be responsible for

1. Work to appropriate food safety procedures to ensure the wellbeing of all persons on site.
2. Provide a friendly information service to visitors about places to walk, cycle and other activities.
3. Display food items and maintain counter stock to maximise income.
4. Assist the kitchen team with food preparation before and during service periods
5. Daily reconciliation of income with till receipts.
6. Engage with visitors as an ambassador of Welsh Water.
7. Serve food and beverages to customers.
8. Ensure tables are kept clean and available for customers to use.
9. General cleaning duties within the kitchen and storage areas.
10. Ensure that food hygiene standards and procedures are followed at all times

<b>Knowledge, Skills and Experience</b>	<b>Essential</b>	<b>Desirable</b>
Catering and retail experience	💧	
Practical health & safety & food hygiene experience	💧	
Catering customer service knowledge or specialism	💧	
Working with the general public	💧	
Ability to work on own initiative	💧	
Commercial awareness	💧	
Numeracy / till operating skills	💧	

**Dŵr Cymru Welsh Water is an Equal Opportunities Employer.**