

JOB DESCRIPTION

JOB TITLE	Cook
REPORTING TO	Front of House Manager & Kitchen Supervisors
HOURS	Part Time or Full Time (includes evenings and weekends)
SALARY	£13.10 - £13.48 p/hr

THE ROLE

Operate the kitchen, prepare fresh ingredients, cook and serve our delicious food menu in a safe, speedy and consistent manner. Feel at home opening or closing the kitchen whilst being able to help behind the bar when busy serving customers on the till, to making a delicious coffee or smoothie.

Maintaining our high standards of service and ensuring the café bar is kept clean inside and out, drinks and food items are always kept stocked, and customers are served speedily and feel valued.

See a busy day as a fun chance to demonstrate good teamwork under pressure! Due to the nature of the role, the working pattern will encompass weekends and evenings.

KEY DUTIES & RESPONSIBILITIES

The exciting stuff

- Create a fantastic first impression for all visitors.
- Be adaptable to the changing demands of the day, proactively helping others in the team and gravitating towards areas of high demand.
- Help keep a clean and tidy building, in particular the kitchen and storeroom, always.
- Foster good working relationships with others, ensuring a friendly, supportive atmosphere.
- Ability to open and close the kitchen, following all procedures.
- Develop a good understanding of menu items, ingredients, products and offers.
- Ensure that customers with complaints feel heard & make the first attempt to resolve, before escalating where required.
- Ensure point of sale displays (fridges, shelves etc) are well stocked and replenished during lulls in demand
- Stock up for next shift in kitchen and cafébar appropriately
- Be present and engaged with customers, colleagues and centre
- Use initiative and stay on top of prep for the next day
- Leave handover notes and communicate with the kitchen team for any outstanding jobs or prep that need completing
- Be forward-thinking about low kitchen stock levels.
- Make sure all Food Safety paperwork is completed every shift, with any problems being reported

Not as exciting, but equally important, stuff

- Attend meetings and training initiatives as required.

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- To undertake any other duties as reasonably required within your competency.
- To adhere to all policies and procedures.
- To undertake any training and development activities at the request of your line manager, as required.
- To always take care of your own safety and the safety of others by always complying with the H&S Policy.

PERFORMANCE MEASURED BY

- Compliance with food-safety, allergen and hygiene procedures
- Accurate and timely completion of kitchen records
- Kitchen cleanliness and audit results
- Effective shift coordination and task allocation
- Stock rotation, availability and waste control
- Food quality, consistency and customer feedback

IN RETURN YOU'LL GET

Awesome working environment. Free climbing. Guest passes. Discounts on sessions, courses, parties, products and items from cafe. Commission schemes available. Training and development opportunities. Uniform. Pension. Envious side-eye from friends and family.

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ABOUT US

Set on the edge of the Cotswolds, in between Cheltenham and Gloucester, we offer a range of indoor and outdoor aerial adventure activities.

We have one of the tallest and most unique roped climbing gyms in the UK with indoor and outdoor lead, top rope, speed walls and auto belay climbing available, plus a dedicated group and beginner climbing area, we also have one of the most inclusive and comprehensive bouldering centres in the country, then there's our exciting & accessible Fun Walls climbing area, plus we're also home to one of the tallest and most challenging high ropes courses in Europe.

All of our activities are accompanied by our large but cosy and welcoming cafe bar serving a range of hot and cold drinks and snacks. 270 Climbing Park is a welcoming attraction for friends and families as well as a unique facility for adrenaline seekers, experienced and novice climbers of all ages and abilities.

In addition to offering all the fun of the Park, we also operate the largest mobile climbing wall hire business in the UK. With our fleet of walls and a mobile caving system too, we bring the excitement of adventure activities to public and private venues and events all over the country.

Having one of the best climbing gyms and activity centres in the UK doesn't mean a thing without having brilliant people to look after it.

Fundamental to the success of 270 Climbing is the people who make up our team. We want to attract the best calibre of people to build a team that delivers our various adventure activities, and ultimately, puts smiles on faces!

JOB DESCRIPTION

THE 270 WAY

The Right Values

Caring For Our People

Respecting, training and empowering them to do the best job.

Understanding our Customers

Continually reviewing their needs, offering solutions that exceed expectations & enable inclusive experiences.

Focusing on Quality

Maintaining the highest possible quality standards in all we do.

Communicating Effectively

To be open and honest, informing, listening and motivating effectively.

Being Innovative

Making good ideas work, constantly improving all we do.

Keeping Things Simple

Efficient, effective processes and systems that work.

Showing Integrity

Governing all we do by what is 'right and just'.

Caring for the Environment

Operating with sustainability at the forefront of everything we do.

The Right Values

Treat everyone equally and with respect no matter their position

Actively listen before you speak

Lead others and set an example

Focus on impact, not just on KPIs

Be humble in victory and take ownership of mistakes

Be open to new ideas and opportunities

Always look for solutions when you find problems

Strive for continuous improvement

HOW TO APPLY

As a diverse employer we welcome applications from people of all backgrounds. To apply for this role, please either visit www.270climbing.com/vacancies to download our **Application Form** (Pt. 1) or email us on: recruitment@270climbing.com and we'll send you a copy.

Then email your completed form to recruitment@270climbing.com making sure you reference the job title in the subject heading "Café Bar Team Member".