



**Docking Station, 108 High Street, Brentford**

## **P/t Service staff**

**Reporting to:** Social Enterprise Manager

### **Job Description**

We are looking to recruit enthusiastic and friendly individuals as Service staff to work varied part time (p/t) hours and shifts at Docking Station, 108 High Street Brentford – a new venue that will open in mid-March 2011. Work will largely be focused on front of house services, but individuals with cooking skills may also get the opportunity to work in our production kitchen from time to time.

### ***Vision***

At Docking Station we offer our customers tasty food and drink to enjoy in a comfortable and vibrant lounge and entertainment space. Our members can play the latest video games, as well as go online, and anyone can drop in to listen to new music talent from our local area. We are a non-profit social enterprise and invest any surpluses in providing Apprenticeship opportunities to local people.

### ***Business activities***

Docking Station is a café/ restaurant offering a variety of drinks and food at different times of day, as well as offering immersive gaming experiences to members on the latest Xbox and Sony Playstation consoles.

On the first floor of 108 High Street Service staff will support the management of a serviced workspace for small charities and micro-enterprises that includes approx. 20 desks and a meeting room.

### ***Responsibilities***

The Service Staff activities will include:

- Setting up all ground floor and first floor areas according to daily operational procedure or as directed by the Social Enterprise Manager
- Delivering all products, food and beverages, to meet standards set by the Social Enterprise Manager
- Assisting venue customers and members by providing information about the services and building when asked – and promoting new games and music in store
- Assisting with venue marketing activities

- Informing the Social Enterprise Manager of any stock requirements as soon as they arise
- Enforcing PEGI requirements<sup>1</sup> by asking for identification/ proof of age before providing membership of Docking Station
- Maintaining a high level of cleanliness and hygiene and a tidy environment in all catering areas, ensuring that all surfaces are cleaned regularly throughout the shift
- Adhering to the cleaning rota and shut down procedures
- Using the correct cleaning products and procedures in accordance with safety procedures
- Entering all purchases correctly on the Electronic Point of Sale (EPOS) system – as well as membership and games/ venue booking systems
- Complying with all Health and Safety requirements including wearing Person Protective Equipment (PPE) as necessary
- Acting as Shift Supervisor when required by the Social Enterprise Manager
- Reporting drunk and disorderly or abusive behaviour to the Social Enterprise Manager or Shift Supervisor
- Notifying immediately the Social Enterprise Manager and/or Emergency Services should a serious problem arise and you are Shift Supervisor
- Producing the day's supply of sandwiches/ soup in the kitchen with on the morning shift and this is you allocated responsibility; on the evening shift you may be responsible for producing to order items off the evening menu (optional depending on skills)
- Carrying out any other reasonably comparable duties as required

Wearing a uniform is required.

### **Education and qualifications**

- *Essential* – Certificate in Food Safety (Level 2). Otherwise there are no other essential requirements.
- *Desirable* – GCSEs (or their equivalents), particularly in English & Maths. Certificates in Health & safety at work, First Aid and basic food production.

### **Skills**

- Excellent customer service – Ability to be polite and friendly throughout your direct contact with a wide range of visitors on a daily basis
- Maintain a high standard of personal hygiene
- Able to remain calm and work quickly when faced with large numbers of customers
- Basic IT skills
- Basic food production skills (not essential)

### **Salary**

Basic salary – National Minimum Wage (NMW) per hour appropriate to age

28 days holiday per annum (including bank holidays)

Docking Station is an equal opportunities employer.

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<sup>1</sup> <http://www.pegi.info/en/index/id/33>

## **Applications**

Apply to [andrew.dakers@blueyonder.co.uk](mailto:andrew.dakers@blueyonder.co.uk) with cover letter and CV. Deadline for applications close of business Monday 31 January 2011. Interviews may be as early as Wednesday 2 February.