

OPEN KITCHEN

Open Kitchen

Front of House Team Member - New opening, Open Kitchen at People's History Museum cafe & bar

Job Description

Job title:	Front of House Team Member
Responsible to:	General Manager and Assistant GM
Liase with:	Head Chef, Sales & Marketing Manager, cafe staff team, bookings team at PHM, customers (corporate, events and public)
Hours:	Various - full time and part time roles available
Rate:	£9.50 per hour
Contract:	Permanent. Initial 12 month contract, with 6 month probationary period
Holidays:	28 days per annum including all bank holidays (full time equivalent)
Location:	Open Kitchen Cafe, city centre (M3)

Background

Open Kitchen is Manchester's leading sustainable catering company. Our team of passionate chefs create beautiful, unique and thoughtful menus for any occasion or event. We are committed to producing food in the most sustainable and ethical way possible. We work with a range of food businesses to stop good food from being wasted, and also purchase ingredients, working only with local, sustainable, and ethical suppliers. Our chefs use this ever-changing mix to produce delicious, seasonal menus that offer the lowest carbon dishes possible, while maintaining great quality. All of our profits continue our work supporting people living with food insecurity across Greater Manchester.

Open Kitchen are now embarking on a new venture, a city centre cafe and bar in partnership with People's History Museum at their Spinningfields site. People's History Museum: The home of ideas worth fighting for, is joining with our fight for a sustainable and ethical food future. The vibe will be fresh, tasty and healthy during the day, with organic wines, local beers and relaxed small plates menu in the evening. We'll also be delivering a host of catered events at the museum including weddings, gala dinners, conferences, workshops and pop-up restaurant evenings. We have a range of opportunities available (management, front of house, barista, kitchen, bar), and want to hear from people who are uncompromising in the quality of products and services they deliver, and want a job with purpose and ethics at its core.

The Job and the Organisation;

Positive, friendly, constructive, motivated, fast moving, muck in and get it done types required!

All front of house roles will include a mix of table service, counter service, food service to meeting and event rooms at PHM, barista, bar, acting as runner, cleaning and more. This is a small front of house team, so we're looking for proactive all-rounders who will jump on any task needed to keep service moving smoothly throughout the day and evening.

The purpose of the job is to provide exceptional service to our customers, guided by our service manual and standards. The vibe is relaxed, friendly but efficient. We want our guests to feel like they've entered our living room, and they couldn't be more welcome - proper, good old fashioned independent hospitality.

Service styles required throughout the day will vary; from a super speedy grab n go breakfast offer, to efficient but relaxed lunch table service, to chilled out lounging evening bar and small plates. Events will range from weddings and canapes, to sandwich platters and workshops. In the cafe we will build a regular following of grab n go coffee customers, digital nomads who use us as an office to work from, and families who visit the museum and stop in for cake.

As a customer facing member of the team, you will be required to speak knowledgeably and passionately about sustainability and food ethics. This will include talking about where our local, sustainable ingredients have come from, why we support the suppliers we do, food waste, and our community support activities. You will also be expected to up-sell our Open Kitchen outside catering services, and talk knowledgeably about People's History Museum and venue bookings on site.

The role comes with a dynamic training programme that includes paid volunteering days on organic sustainable farms, visits to meat and cheese suppliers, talks from suppliers and experts on issues that our organisation tackles, and more. This isn't a cafe, it's a demonstration project about how to fix our broken food system. We're all a bit obsessive, and we expect you to be the same.

As an organisation we believe in investing in our people. We are a registered Real Living Wage Employer and invest a lot of time and resources into training and development for our team. We want people to join us and stay, and we will create successful career paths with progression for the right people.

Other Bits;

Experience in food, drink and hospitality essential. Experience of front of house in busy environments, ability to manage a section confidently and deliver full table service, Barista skills.

Proficiency with EPOS systems, including stock management and table management.

Understanding and knowledge of food safety regulations. Food safety qualification preferable.

May involve key holding responsibilities.

Abide by all company policies and complete all required recording around - shifts, annual leave, sickness, training, development, etc.

Attend regular team meetings.

To Apply for this Role;

To apply for this role please send your CV and a covering letter explaining your reasons for applying and how you feel you meet the job description to recruitment@openkitchenmcr.co.uk

Deadline for applications is 5pm 15th April.