



The Common Room Food & Beverage Assistant

Introduction/Background to the Role

The Common Room of the Great North Limited (CRGN) is a limited company and registered charity, created to take forward the restoration and redevelopment of its Grade 2* listed 19th Century building, Neville Hall in Westgate Road, Newcastle upon Tyne and to preserve its internationally important collection and archive.

Funded by National Lottery Heritage Fund, The Common Room reopened in July 2021 having fully refurbished the building as a hub for delivery of its charitable mission “to use our unique heritage to inspire the next generation of innovators and engineers”. It also is a heritage venue providing spaces for hire for events and also has a café bar, 5|Quarter.

Further details of The Common Room and the project can be found on our website - www.thecommonroom.org.uk

Job Summary

We are looking for confident, customer focused and proactive food and beverage assistants to support delivery of The Common Room’s events, including the 5 Quarter Café Bar and catering for meals and refreshments for our clients.

You will be an integral part of the food and beverage team to help provide an integrated high quality and profitable catering service to the building’s users, the profits from which support our charitable mission.

You will be required to assist in room set ups for events. Training will be provided.

For the right candidate, there is the possibility of progression to the position of Food and Beverage Supervisor on a permanent contract, after completing relevant training and gaining experience.

Job Description

Job	Food and Beverage Assistant
Salary	National minimum wage plus tips
Duration	Zero Hours
Reports to	Food and Beverage Supervisor

Main Responsibilities / Activities

- To provide first class service to all customers in 5 Quarter and any events or meetings inside the building
- Cash handling to ensure that correct cash and card transactions are processed
- Maintaining a high level of product knowledge to be able to assist the customer in any menu queries
- To be able to provide any allergen information to the customer at any time
- Keep on top of all compliance activities
- Maintain equipment and F&B areas with regular cleaning
- To support the external catering team if required
- Checking customers' identification and confirm it meets legal drinking age
- Assessing customers' needs and preferences and making recommendations
- Mixing ingredients to prepare cocktails
- Contributing to planning and presenting bar menus
- Checking, re-stocking and replenishing bar inventory and supplies
- Events set-up
- Any other reasonable jobs around the building

All staff/freelance contractors are expected to:

- Positively support equality of opportunity and equity of treatment of colleagues in accordance with the Diversity Policy/statement.
- Help maintain a safe working environment by attending training in Health and Safety requirements as necessary and following local safe working practices and the Health and Safety Policy.

Please visit [Work with us - The Common Room](#) for full details

Person Specification

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

Bar and café experience	Experience is preferred but not essential for this role as full training will be provided
Communication and customer service skills	Experience in effective communication and excellent customer service
Organisational skills	Extremely well organised, with great attention to detail, and an ability to coordinate, timetable and balance a broad range of priorities
IT skills	Ability to use electronic till and ordering system
Personal Attributes	An interest in the heritage of the North East. Someone who takes pride in their work and their appearance, is sociable and confident talking to members of the public.

Appointment and Application Details and Timetable

Role advertising: ongoing

Please send your CV and an email stating why you would like the job to angie.thomson@thecommonroom.org.uk

Please note that we will review applications as they come in and may offer an earlier interview for skilled candidates.