**Job Description & Initial Application Form**

**Position:** Kitchen Porter.

**Contract:** Seasonal.

S**hift pattern:** Variable.

**Run Time:** Present - September 2019.

**Contents**

* 1. Job description
* 2. Application.
* 3. Instructions for Application.

**1. Job Description**

You will be working in a fast paced environment behind the counter and the customer seating areas. This required you to conduct yourself in a professional and friendly manner whilst simultaneously completing tasks quickly and effectively.

On a morning and evening, you will be responsible for setting up and bringing in the external tables and chairs. This involves heavy lifting and can be physically demanding.

During opening times, your general main duties comprise of maintaining the cleanliness and safety of the following: indoor and outdoor seating, tables, seating areas and ensuring that dishes are washed and returned to counter. You will also be required to assist sales assistants and management when needed by keeping the parlour stocked up during service and cleaning down post service.

You will be working as part of a team and interacting with customers ensuring the safety, cleanliness, and customer service is kept to a high standard.

This is an interesting and varied job role requiring a range of skills in order to deliver a high level of customer service. You will need to demonstrate a welcoming, helpful and positive attitude in everything you do.

**Locations**

Popular and busy ice cream parlours in the heart of South Shields town centre and seafront.

Town Centre: Minchella & Co, 9-11 Ocean Road, South Shields, Tyne & Wear, NE33 2HT

Sea Front: Minchella & Co, Elevated Walkway and Amphitheatre, Sea Road, South Shields, NE33 2HT.

**Availability**

Candidates should have a flexible mentality towards working patterns, considering the seasonality of the business. Working weekdays, weekends and bank holidays is required.

Our parlours can be open later than planned closing times therefore a flexible approach to finishing times is a must therefore overtime may also be required.

We would require you to work more during our peak season/public school holidays.

At times we may require you to temporarily work at our other locations listed above or a local event.

**Essential qualities:**

• **Hardworking**, able to take the initiative to get things done

• **Positive**, about quality ice cream and coffee

• **Enthusiastic**, about hospitality and great customer service

• **Motivated**, excellent organisation and calm under pressure

• **Friendly**, able to work as part of a team.

**Main duties: Pay structure**  
Providing a consistent positive approach to

customer service.   
Restocking products and crockery  
Clearing and cleaning tables  
Dishwashing responsibilities  
Maintaining a clean, clear and safe environment

for customers and staff

Stacking and moving of outdoor furniture

Adhering to food safety standards

Constant allergy awareness

**2. Initial Application Form**

**Please complete this form and return it to us via e-mail. Following the instructions below.**

|  |
| --- |
| **Your Name:** |
| **Date:** |
| **Applying for: KP Seasonal May-September 2019** |
| In a few words please tell us why you would like to work with us? |
|  |
| Do you have any personal goals that you feel may align with our business? |
|  |
| Please tell us if you have any holidays booked from this date forth? |
|  |
| Please list any questions you may have for us? |
|  |
| Please give further information if there are academic, extra curriculum, charity or personal commitments that may inhabit your availability? |
|  |
| Any further information you would like to provide? |
|  |

**Please complete availability following instructions below.**

| **Availability** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Please mark; “**YES”** in all time boxes that you are available to work.  &  “**NO”** in all time boxes you are unavailable to work |  |  |  |  |  |  |  |
| **Time/Day** | **Mon** | **Tue** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **7:00- 11:00** |  |  |  |  |  |  |  |
| **11:00-15:00** |  |  |  |  |  |  |  |
| **15:00- 19:00** |  |  |  |  |  |  |  |
| **19:00- 21:00** |  |  |  |  |  |  |  |

**3.Instructions for Application**

* **Complete** this ‘Initial Application Form’ doc. (This page does not need to be separated from job description when returning)
* **Attach** Initial Application Form along with your CV to an e-mail
* **Copy and paste** the position you are applying for into subject field of e-mail.

“Kitchen Porter, Full Time, Seasonal May-September 2019.”

* **Send** e-mail to mycv@minchella.co.uk.