



**Role:** Catering & Customer Service Assistant

**Hours:** Part-time: 22.5 hrs per week, Sunday, Monday & Wednesday, fixed-term until 31st March 2027

---

### Job Purpose

To provide an outstanding customer service experience for every visitor to the Regal Theatre.

Responsible for upholding high standards whilst preparing, cooking and occasionally serving food within The 1936, The Regal's in house café bar. They work efficiently and in compliance with food hygiene standards to ensure customers receive food quickly and safely, and leave having had an excellent experience.

### Areas of Accountability

1. To contribute fully, and effectively, towards the creation and retention of an outstanding customer service ethos and customer experience at the Regal Theatre.
  2. To perform all duties in accordance with the training provided and written procedures issued from time to time, to staff, including the "Customer Journey" document created for managing customer interactions.
  3. To prepare and cook high standard food for The 1936 Café Bar, in line with specifications set by the Management Team
  4. To ensure health and safety and food hygiene standards are met alongside maintaining high levels of cleanliness through the kitchen, box office and café areas to create a safe working environment
  5. To create and deliver dishes in a timely manner whilst maintaining expected standards to contribute to the customers experience when visiting the Theatre and Café.
  6. To communicate across teams effectively to ensure customer orders are correct, and food standards relating to allergens and dietary requirements are adhered to.
  7. To manage stock and follow stock rotation systems put in place to minimise wastage and eliminate potential contamination
  8. To work within the theatre's box office assisting customers with film and product selections and purchases, making additional product suggestions where appropriate.
  9. To assist with audio/visual maintenance through the regular monitoring of equipment and reporting of any issues discovered to management, aiding the timely showing of scheduled films.
  10. To undertake various duties within the Café Bar including seating customers, taking orders, serving food, preparing drinks, waiting tables, cleaning/polishing cutlery and ensuring tables are kept tidy and clean.
  11. To assist the Theatre's Management Team in operating a safe working environment, by being vigilant to any potential hazards that could pose risk to customers or staff.
  12. To demonstrate positive behaviours in representing The Regal Theatre and Stowmarket Town Council within the local community.
- To undertake any other duties that may be required by the Theatre's Management Team that are consistent with the safe and effective operation of the Regal Theatre on a day-to-day basis.