

Job Title: Cattendant (Bank / 12hrs / 20hrs / 25hrs)

Rate of Pay: £9.90 per hour (REAL Living Wage)

Cattendants are the human heart of our business at Purrple Cat Café. Whilst our guests are there to visit our cats, it's the Cattendants who make that experience magical. With warm and friendly hospitality, Cattendants make visits run smoothly throughout the day, ensuring guests needs are met and that every visit, whether the first or the millionth, is Purrfect!

Responsibilities:

- Welcome guests, including deliver House Rules & Safety information.
- Be knowledgeable about menu items & our FAQ's.
- Help guests with choices, taking orders appropriately, being allergen aware.
- Serving food & drinks orders promptly and safely.
- Issuing bills & taking payments.
- Following hygiene procedures meticulously.
- Able to follow instructions.

Skills & Experience (Required):

- Excellent communication including written, verbal, phone, face to face etc.
- Demonstrable customer service experience including conflict resolution and dealing with a diverse range of staff, guests, suppliers and contractors with dignity and respect.
- Ability to work on your feet for extended periods of time (good general fitness is advantageous).
- Previous hospitality / leisure / tourism experience.
- General housekeeping & ability to clean as you go.

Skills & Experience (Desired)

- Able to speak other languages.
- Animal Care experience.
- Creative industry experience.