

Section 1: Opening the café

Wash your hands before you start work and after you handle raw food. Put the day's bakes on the display with their name cards. Wipe tables with the blue cloth and chairs with the white cloth. Wipe tables with the blue cloth and chairs with the white cloth. Rotate stock so that the oldest items are used first. Rotate stock so that the oldest items are used first. Switch off the lights in rooms that nobody is using. Put used cloths in the laundry bin and take fresh ones from the shelf. Follow the plan on the wall for the order of opening tasks. Clean the coffee machine group heads at the end of every shift. Check that the toilet is clean and stocked every hour. Tell the manager if a machine makes an unusual noise. Return the keys to the hook in the office when you finish. Check that the toilet is clean and stocked every hour.

Section 1: Closing the café

Rotate stock so that the oldest items are used first. Return the keys to the hook in the office when you finish. Be polite on the phone and write down the caller's name and number. Greet every guest within a minute of them coming in. Wear your apron and tie back long hair while you are in the kitchen. Turn the milk jugs upside down on the rack at the end of each shift. Be polite on the phone and write down the caller's name and number. Keep your work surface clear and wipe it down when you change task. Wash your hands before you start work and after you handle raw food. Follow the plan on the wall for the order of opening tasks. Be polite on the phone and write down the caller's name and number. Be polite on the phone and write down the caller's name and number. Count the float with a colleague and both of you sign the sheet. Use the correct colour of chopping board for each type of food.

Section 2: Working in the kitchen

Label every container with the name of its contents and the date it was opened. Keep your work surface clear and wipe it down when you change task. Keep your work surface clear and wipe it down when you change task. Report any damage to the building to the manager the same day. Put used cloths in the laundry bin and take fresh ones from the shelf. Check that the toilet is clean and stocked every hour. Greet every guest within a minute of them coming in. Wash your hands before you start work and after you handle raw food. Report any damage to the building to the manager the same day. Wipe tables with the blue cloth and chairs with the white cloth. Wash your hands before you start work and after you handle raw food. Say thank you to every guest who leaves. Stock the cups, lids and napkins before the morning rush. Keep your work surface clear and wipe it down when you change task.

Section 2: Working at the counter

Use the correct colour of chopping board for each type of food. Keep the walkway behind the counter free of boxes. Label every container with the name of its contents and the date it was opened. Write any spill or breakage in the daily book. Check that the till float matches the sheet at the start of the shift. Wear your apron and tie back long hair while you are in the kitchen. The fire assembly point is the bench outside the garden gate. Walk there and wait for the manager. Use the correct colour of chopping board for each type of food. Return the keys to the hook in the office when you finish. Check that the till float matches the sheet at the start of the shift. Wash your hands before you start work and after you handle raw food. Use the correct colour of chopping board for each type of food. Write any spill or breakage in the daily book. Put used cloths in the laundry bin and take fresh ones from the shelf. Say thank you to every guest who leaves.

Section 3: Cleaning and hygiene

Be polite on the phone and write down the caller's name and number. Greet every guest within a minute of them coming in. Tell the manager if a machine makes an unusual noise. Label every container with the name of its contents and the date it was opened. Say thank you to every guest who leaves. If a guest looks unsure, offer to explain the menu. Keep your phone in your locker during your shift. Wear your apron and tie back long hair while you are in the kitchen. Use the correct colour of chopping board for each type of food. Put the day's bakes on the display with their name cards. Tell the manager if a machine makes an unusual noise. Hold doors for guests with prams, bags or walking aids. Ask a colleague if you are not sure how to use a machine. Stock the cups, lids and napkins before the morning rush.

Section 3: Looking after guests

Put the day's bakes on the display with their name cards. Report any damage to the building to the manager the same day. Wear your apron and tie back long hair while you are in the kitchen. Greet every guest within a minute of them coming in. Report any damage to the building to the manager the same day. Keep the walkway behind the counter free of boxes. Be polite on the phone and write down the caller's name and number. Clean the coffee machine group heads at the end of every shift. Sweep the garden path in the morning and after rain. Check that the till float matches the sheet at the start of the shift. Greet every guest within a minute of them coming in. Wash your hands before you start work and after you handle raw food. Rotate stock so that the oldest items are used first. Hold doors for guests with prams, bags or walking aids.

Section 4: The till and the float

Report any damage to the building to the manager the same day. Hold doors for guests with prams, bags or walking aids. Stock the cups, lids and napkins before the morning rush. Wear your apron and tie back long hair while you are in the kitchen. Check that the till float matches the sheet at the start of the shift. Check that the till float matches the sheet at the start of the shift. Wash your hands before you start work and after you handle raw food. Stock the cups, lids and napkins before the morning rush. Wear your apron and tie back long hair while you are in the kitchen. If a guest looks unsure, offer to explain the menu. Label every container with the name of its contents and the date it was opened. Check that the till float matches the sheet at the start of the shift. Put the day's bakes on the display with their name cards. Put used cloths in the laundry bin and take fresh ones from the shelf.

Section 4: Stock and deliveries of supplies

Switch off the lights in rooms that nobody is using. Return the keys to the hook in the office when you finish. Label every container with the name of its contents and the date it was opened. Switch off the lights in rooms that nobody is using. Return the keys to the hook in the office when you finish. Wipe tables with the blue cloth and chairs with the white cloth. If a guest looks unsure, offer to explain the menu. Hold doors for guests with prams, bags or walking aids. Say thank you to every guest who leaves. Ask a colleague if you are not sure how to use a machine. Tell the manager if a machine makes an unusual noise. Wear your apron and tie back long hair while you are in the kitchen. Wash your hands before you start work and after you handle raw food. Ask a colleague if you are not sure how to use a machine.

Section 5: Using the machines

Label every container with the name of its contents and the date it was opened. Hold doors for guests with prams, bags or walking aids. Keep your work surface clear and wipe it down when you change task. Report any damage to the building to the manager the same day. Stock the cups, lids and napkins before the morning rush. Put used cloths in the laundry bin and take fresh ones from the shelf. Keep your phone in your locker during your shift. Follow the plan on the wall for the order of opening tasks. Wash your hands before you start work and after you handle raw food. Put used cloths in the laundry bin and take fresh ones from the shelf. Switch off the lights in rooms that nobody is using. Rotate stock so that the oldest items are used first. Use the correct colour of chopping board for each type of food. Turn the milk jugs upside down on the rack at the end of each shift.

Section 5: Keeping the garden tidy

Follow the plan on the wall for the order of opening tasks. Keep your work surface clear and wipe it down when you change task. Label every container with the name of its contents and the date it was opened. Keep the walkway behind the counter free of boxes. Put the day's bakes on the display with their name cards. Hold doors for guests with prams, bags or walking aids. Rotate stock so that the oldest items are used first. Write any spill or breakage in the daily book. Be polite on the phone and write down the caller's name and number. If a guest looks unsure, offer to explain the menu. Use the correct colour of chopping board for each type of food. Rotate stock so that the oldest items are used first. Write any spill or breakage in the daily book. Rotate stock so that the oldest items are used first.

Section 6: Opening the café

Clean the coffee machine group heads at the end of every shift. Keep your phone in your locker during your shift. Be polite on the phone and write down the caller's name and number. Turn the milk jugs upside down on the rack at the end of each shift. Check that the toilet is clean and stocked every hour. Write any spill or breakage in the daily book. If a guest looks unsure, offer to explain the menu. Greet every guest within a minute of them coming in. Check that the toilet is clean and stocked every hour. Label every container with the name of its contents and the date it was opened. Turn the milk jugs upside down on the rack at the end of each shift. Tell the manager if a machine makes an unusual noise. Switch off the lights in rooms that nobody is using. Keep the walkway behind the counter free of boxes.

Section 6: Closing the café

Label every container with the name of its contents and the date it was opened. Keep your phone in your locker during your shift. Rotate stock so that the oldest items are used first. If a guest looks unsure, offer to explain the menu. Keep your phone in your locker during your shift. Count the float with a colleague and both of you sign the sheet. Staff get a discount of 30 percent on drinks and 20 percent on shop items, on their own shifts only. Put the day's bakes on the display with their name cards. Keep your work surface clear and wipe it down when you change task. Tell the manager if a machine makes an unusual noise. Sweep the garden path in the morning and after rain. Wipe tables with the blue cloth and chairs with the white cloth. Be polite on the phone and write down the caller's name and number. Check that the toilet is clean and stocked every hour. Put used cloths in the laundry bin and take fresh ones from the shelf.

Section 7: Working in the kitchen

Sweep the garden path in the morning and after rain. Return the keys to the hook in the office when you finish. Write any spill or breakage in the daily book. Turn the milk jugs upside down on the rack at the end of each shift. Wear your apron and tie back long hair while you are in the kitchen. Be polite on the phone and write down the caller's name and number. Switch off the lights in rooms that nobody is using. Check that the till float matches the sheet at the start of the shift. Greet every guest within a minute of them coming in. Turn the milk jugs upside down on the rack at the end of each shift. Tell the manager if a machine makes an unusual noise. Follow the plan on the wall for the order of opening tasks. Sweep the garden path in the morning and after rain. Rotate stock so that the oldest items are used first.

Section 7: Working at the counter

Sweep the garden path in the morning and after rain. Clean the coffee machine group heads at the end of every shift. Report any damage to the building to the manager the same day. Keep your phone in your locker during your shift. Tell the manager if a machine makes an unusual noise. Count the float with a colleague and both of you sign the sheet. Greet every guest within a minute of them coming in. Keep your work surface clear and wipe it down when you change task. Wear your apron and tie back long hair while you are in the kitchen. Ask a colleague if you are not sure how to use a machine. Follow the plan on the wall for the order of opening tasks. Report any damage to the building to the manager the same day. Use the correct colour of chopping board for each type of food. Keep your work surface clear and wipe it down when you change task.

Section 8: Cleaning and hygiene

Stock the cups, lids and napkins before the morning rush. Say thank you to every guest who leaves. Tell the manager if a machine makes an unusual noise. Hold doors for guests with prams, bags or walking aids. Put used cloths in the laundry bin and take fresh ones from the shelf. Keep your work surface clear and wipe it down when you change task. Check that the till float matches the sheet at the start of the shift.

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Section 8: Looking after guests

Ask a colleague if you are not sure how to use a machine. Clean the coffee machine group heads at the end of every shift. Stock the cups, lids and napkins before the morning rush. Turn the milk jugs upside down on the rack at the end of each shift. Follow the plan on the wall for the order of opening tasks. Keep your phone in your locker during your shift. Check that the till float matches the sheet at the start of the shift. Rotate stock so that the oldest items are used first. Keep your phone in your locker during your shift. Rotate stock so that the oldest items are used first. Use the correct colour of chopping board for each type of food. Count the float with a colleague and both of you sign the sheet. Put used cloths in the laundry bin and take fresh ones from the shelf. Return the keys to the hook in the office when you finish.

Section 9: The till and the float

Switch off the lights in rooms that nobody is using. Turn the milk jugs upside down on the rack at the end of each shift. Put the day's bakes on the display with their name cards. Put used cloths in the laundry bin and take fresh ones from the shelf. Check that the toilet is clean and stocked every hour. Clean the coffee machine group heads at the end of every shift. Tell the manager if a machine makes an unusual noise. Keep your work surface clear and wipe it down when you change task. Wash your hands before you start work and after you handle raw food. Put used cloths in the laundry bin and take fresh ones from the shelf. Check that the till float matches the sheet at the start of the shift. Clean the coffee machine group heads at the end of every shift. Label every container with the name of its contents and the date it was opened. Ask a colleague if you are not sure how to use a machine.

Section 9: Stock and deliveries of supplies

Greet every guest within a minute of them coming in. Tell the manager if a machine makes an unusual noise. Check that the till float matches the sheet at the start of the shift. Wash your hands before you start work and after you handle raw food. Report any damage to the building to the manager the same day. Switch off the lights in rooms that nobody is using. Report any damage to the building to the manager the same day. Check that the toilet is clean and stocked every hour. Return the keys to the hook in the office when you finish. Say thank you to every guest who leaves. Put the day's bakes on the display with their name cards. Report any damage to the building to the manager the same day. Hold doors for guests with prams, bags or walking aids. Write any spill or breakage in the daily book.

Section 10: Using the machines

Keep your work surface clear and wipe it down when you change task. Clean the coffee machine group heads at the end of every shift. Follow the plan on the wall for the order of opening tasks. Wear your apron and tie back long hair while you are in the kitchen. Put used cloths in the laundry bin and take fresh ones from the shelf. Use the correct colour of chopping board for each type of food. Say thank you to every guest who leaves. Turn the milk jugs upside down on the rack at the end of each shift. If a guest looks unsure, offer to explain the menu. Put used cloths in the laundry bin and take fresh ones from the shelf. Say thank you to every guest who leaves. Keep your work surface clear and wipe it down when you change task. Put used cloths in the laundry bin and take fresh ones from the shelf. Greet every guest within a minute of them coming in.

Section 10: Keeping the garden tidy

Put the day's bakes on the display with their name cards. Keep your phone in your locker during your shift. Count the float with a colleague and both of you sign the sheet. Sweep the garden path in the morning and after rain. Keep the walkway behind the counter free of boxes. Keep your work surface clear and wipe it down when you change task. Keep your work surface clear and wipe it down when you change task. If a guest looks unsure, offer to explain the menu. Check that the toilet is clean and stocked every hour. Write any spill or breakage in the daily book. Wipe tables with the blue cloth and chairs with the white cloth. Stock the cups, lids and napkins before the morning rush. Report any damage to the building to the manager the same day. Wash your hands before you start work and after you handle raw food.

Section 11: Opening the café

Check that the toilet is clean and stocked every hour. Rotate stock so that the oldest items are used first. Wipe tables with the blue cloth and chairs with the white cloth. Count the float with a colleague and both of you sign the sheet. Put the day's bakes on the display with their name cards. Greet every guest within a minute of them coming in. Put the day's bakes on the display with their name cards. Check that the toilet is clean and stocked every hour. Report any damage to the building to the manager the same day. Be polite on the phone and write down the caller's name and number. Return the keys to the hook in the office when you finish. Put the day's bakes on the display with their name cards. Follow the plan on the wall for the order of opening tasks. Check that the till float matches the sheet at the start of the shift.

Section 11: Closing the café

Keep the walkway behind the counter free of boxes. Wash your hands before you start work and after you handle raw food. Count the float with a colleague and both of you sign the sheet. Put used cloths in the laundry bin and take fresh ones from the shelf. Use the correct colour of chopping board for each type of food. Check that the till float matches the sheet at the start of the shift. Sweep the garden path in the morning and after rain. Wash your hands before you start work and after you handle raw food. Wear your apron and tie back long hair while you are in the kitchen. Rotate stock so that the oldest items are used first. Follow the plan on the wall for the order of opening tasks. Turn the milk jugs upside down on the rack at the end of each shift. Turn the milk jugs upside down on the rack at the end of each shift. Put the day's bakes on the display with their name cards.

Section 12: Working in the kitchen

Report any damage to the building to the manager the same day. Wear your apron and tie back long hair while you are in the kitchen. Tell the manager if a machine makes an unusual noise. Put used cloths in the laundry bin and take fresh ones from the shelf. Be polite on the phone and write down the caller's name and number. Label every container with the name of its contents and the date it was opened. The cold room must be kept at 4 degrees or below. Check and write down the reading at 07:30 and 15:30. Count the float with a colleague and both of you sign the sheet. Clean the coffee machine group heads at the end of every shift. Follow the plan on the wall for the order of opening tasks. Report any damage to the building to the manager the same day. Be polite on the phone and write down the caller's name and number. Keep your work surface clear and wipe it down when you change task. Rotate stock so that the oldest items are used first. Label every container with the name of its contents and the date it was opened.

Section 12: Working at the counter

Label every container with the name of its contents and the date it was opened. Wear your apron and tie back long hair while you are in the kitchen. Wipe tables with the blue cloth and chairs with the white cloth. Tell the manager if a machine makes an unusual noise. If a guest looks unsure, offer to explain the menu. Keep your work surface clear and wipe it down when you change task. Wash your hands before you start work and after you handle raw food. Report any damage to the building to the manager the same day. Keep your phone in your locker during your shift. Wear your apron and tie back long hair while you are in the kitchen. Rotate stock so that the oldest items are used first. Wear your apron and tie back long hair while you are in the kitchen. Switch off the lights in rooms that nobody is using. Ask a colleague if you are not sure how to use a machine.

Section 13: Cleaning and hygiene

Wipe tables with the blue cloth and chairs with the white cloth. Wipe tables with the blue cloth and chairs with the white cloth. Write any spill or breakage in the daily book. Check that the toilet is clean and stocked every hour. Put the day's bakes on the display with their name cards. Stock the cups, lids and napkins before the morning rush. Label every container with the name of its contents and the date it was opened. Write any spill or breakage in the daily book. Rotate stock so that the oldest items are used first. Wear your apron and tie back long hair while you are in the kitchen. Put used cloths in the laundry bin and take fresh ones from the shelf. Turn the milk jugs upside down on the rack at the end of each shift. Follow the plan on the wall for the order of opening tasks. Tell the manager if a machine makes an unusual noise.

Section 13: Looking after guests

Keep your work surface clear and wipe it down when you change task. Ask a colleague if you are not sure how to use a machine. Count the float with a colleague and both of you sign the sheet. Put the day's bakes on the display with their name cards. If a guest looks unsure, offer to explain the menu. Label every container with the name of its contents and the date it was opened. Say thank you to every guest who leaves. Put used cloths in the laundry bin and take fresh ones from the shelf. Check that the till float matches the sheet at the start of the shift. Follow the plan on the wall for the order of opening tasks. Return the keys to the hook in the office when you finish. Return the keys to the hook in the office when you finish. Write any spill or breakage in the daily book. Be polite on the phone and write down the caller's name and number.

Section 14: The till and the float

Be polite on the phone and write down the caller's name and number. Wipe tables with the blue cloth and chairs with the white cloth. Report any damage to the building to the manager the same day. Wear your apron and tie back long hair while you are in the kitchen. Switch off the lights in rooms that nobody is using. Return the keys to the hook in the office when you finish. Wipe tables with the blue cloth and chairs with the white cloth. Sweep the garden path in the morning and after rain. Label every container with the name of its contents and the date it was opened. Report any damage to the building to the manager the same day. Clean the coffee machine group heads at the end of every shift. Check that the till float matches the sheet at the start of the shift. Switch off the lights in rooms that nobody is using. Put used cloths in the laundry bin and take fresh ones from the shelf.

Section 14: Stock and deliveries of supplies

Put the day's bakes on the display with their name cards. Switch off the lights in rooms that nobody is using. Check that the till float matches the sheet at the start of the shift. Return the keys to the hook in the office when you finish. Check that the toilet is clean and stocked every hour. Put the day's bakes on the display with their name cards. Sweep the garden path in the morning and after rain. Report any damage to the building to the manager the same day. Put used cloths in the laundry bin and take fresh ones from the shelf. Wipe tables with the blue cloth and chairs with the white cloth. Count the float with a colleague and both of you sign the sheet. Sweep the garden path in the morning and after rain. Check that the till float matches the sheet at the start of the shift. Put the day's bakes on the display with their name cards.

Section 15: Using the machines

Use the correct colour of chopping board for each type of food. Hold doors for guests with prams, bags or walking aids. Return the keys to the hook in the office when you finish. Sweep the garden path in the morning and after rain. Check that the toilet is clean and stocked every hour. Wear your apron and tie back long hair while you are in the kitchen. Wash your hands before you start work and after you handle raw food. Check that the till float matches the sheet at the start of the shift. Tell the manager if a machine makes an unusual noise. Report any damage to the building to the manager the same day. Report any damage to the building to the manager the same day. Check that the toilet is clean and stocked every hour. Count the float with a colleague and both of you sign the sheet. Hold doors for guests with prams, bags or walking aids.

Section 15: Keeping the garden tidy

Stock the cups, lids and napkins before the morning rush. Follow the plan on the wall for the order of opening tasks. Label every container with the name of its contents and the date it was opened. Put the day's bakes on the display with their name cards. Wash your hands before you start work and after you handle raw food. Wash your hands before you start work and after you handle raw food. Check that the till float matches the sheet at the start of the shift. Check that the till float matches the sheet at the start of the shift. Follow the plan on the wall for the order of opening tasks. Tell the manager if a machine makes an unusual noise. Switch off the lights in rooms that nobody is using. Keep your phone in your locker during your shift. Keep your phone in your locker during your shift. Count the float with a colleague and both of you sign the sheet.

Section 16: Opening the café

Stock the cups, lids and napkins before the morning rush. Be polite on the phone and write down the caller's name and number. Stock the cups, lids and napkins before the morning rush. Wash your hands before you start work and after you handle raw food. Write any spill or breakage in the daily book. Stock the cups, lids and napkins before the morning rush. In summer a person may book up to 10 days in a row, with at least 6 weeks of notice. Check that the toilet is clean and stocked every hour. Wash your hands before you start work and after you handle raw food. Clean the coffee machine group heads at the end of every shift. Clean the coffee machine group heads at the end of every shift. Put the day's bakes on the display with their name cards. Be polite on the phone and write down the caller's name and number. If a guest looks unsure, offer to explain the menu. Say thank you to every guest who leaves.

Section 16: Closing the café

Switch off the lights in rooms that nobody is using. Sweep the garden path in the morning and after rain. Follow the plan on the wall for the order of opening tasks. Check that the toilet is clean and stocked every hour. Follow the plan on the wall for the order of opening tasks. Label every container with the name of its contents and the date it was opened. Sweep the garden path in the morning and after rain. Use the correct colour of chopping board for each type of food. Follow the plan on the wall for the order of opening tasks. Write any spill or breakage in the daily book. Be polite on the phone and write down the caller's name and number. Stock the cups, lids and napkins before the morning rush. Ask a colleague if you are not sure how to use a machine. Rotate stock so that the oldest items are used first.

Section 17: Working in the kitchen

Wear your apron and tie back long hair while you are in the kitchen. Hold doors for guests with prams, bags or walking aids. Greet every guest within a minute of them coming in. Use the correct colour of chopping board for each type of food. Wipe tables with the blue cloth and chairs with the white cloth. Wipe tables with the blue cloth and chairs with the white cloth. Clean the coffee machine group heads at the end of every shift. Turn the milk jugs upside down on the rack at the end of each shift. Tell the manager if a machine makes an unusual noise. Report any damage to the building to the manager the same day. Tell the manager if a machine makes an unusual noise. Follow the plan on the wall for the order of opening tasks. Put used cloths in the laundry bin and take fresh ones from the shelf. Wear your apron and tie back long hair while you are in the kitchen.

Section 17: Working at the counter

If a guest looks unsure, offer to explain the menu. Clean the coffee machine group heads at the end of every shift. Label every container with the name of its contents and the date it was opened. Label every container with the name of its contents and the date it was opened. Be polite on the phone and write down the caller's name and number. Count the float with a colleague and both of you sign the sheet. Check that the toilet is clean and stocked every hour. Greet every guest within a minute of them coming in. Count the float with a colleague and both of you sign the sheet. Greet every guest within a minute of them coming in. Return the keys to the hook in the office when you finish. Turn the milk jugs upside down on the rack at the end of each shift. Label every container with the name of its contents and the date it was opened. Wear your apron and tie back long hair while you are in the kitchen.

Section 18: Cleaning and hygiene

Count the float with a colleague and both of you sign the sheet. Check that the toilet is clean and stocked every hour. Be polite on the phone and write down the caller's name and number. Clean the coffee machine group heads at the end of every shift. Sweep the garden path in the morning and after rain. Wash your hands before you start work and after you handle raw food. Stock the cups, lids and napkins before the morning rush. Label every container with the name of its contents and the date it was opened. Check that the toilet is clean and stocked every hour. Sweep the garden path in the morning and after rain. Keep your phone in your locker during your shift. Keep the walkway behind the counter free of boxes. Wear your apron and tie back long hair while you are in the kitchen. Turn the milk jugs upside down on the rack at the end of each shift.

Section 18: Looking after guests

Turn the milk jugs upside down on the rack at the end of each shift. Keep the walkway behind the counter free of boxes. Sweep the garden path in the morning and after rain. Follow the plan on the wall for the order of opening tasks. Count the float with a colleague and both of you sign the sheet. Use the correct colour of chopping board for each type of food. Write any spill or breakage in the daily book. Put used cloths in the laundry bin and take fresh ones from the shelf. Keep the walkway behind the counter free of boxes. Rotate stock so that the oldest items are used first. Wipe tables with the blue cloth and chairs with the white cloth. Check that the till float matches the sheet at the start of the shift. Put the day's bakes on the display with their name cards. Clean the coffee machine group heads at the end of every shift.

Section 19: The till and the float

Wash your hands before you start work and after you handle raw food. Check that the toilet is clean and stocked every hour. Keep the walkway behind the counter free of boxes. Be polite on the phone and write down the caller's name and number. Wash your hands before you start work and after you handle raw food. Wipe tables with the blue cloth and chairs with the white cloth. Turn the milk jugs upside down on the rack at the end of each shift. Write any spill or breakage in the daily book. Use the correct colour of chopping board for each type of food. Greet every guest within a minute of them coming in. Put the day's bakes on the display with their name cards. Ask a colleague if you are not sure how to use a machine. Follow the plan on the wall for the order of opening tasks. Rotate stock so that the oldest items are used first.

Section 19: Stock and deliveries of supplies

Hold doors for guests with prams, bags or walking aids. Ask a colleague if you are not sure how to use a machine. Wash your hands before you start work and after you handle raw food. Clean the coffee machine group heads at the end of every shift. Put the day's bakes on the display with their name cards. Sweep the garden path in the morning and after rain. Lost property is kept for 21 days and then given to a local charity shop. Write any spill or breakage in the daily book. Write any spill or breakage in the daily book. Put the day's bakes on the display with their name cards. Count the float with a colleague and both of you sign the sheet. Check that the toilet is clean and stocked every hour. Follow the plan on the wall for the order of opening tasks. Keep your work surface clear and wipe it down when you change task. Stock the cups, lids and napkins before the morning rush.

Section 20: Using the machines

Use the correct colour of chopping board for each type of food. Put the day's bakes on the display with their name cards. Be polite on the phone and write down the caller's name and number. Count the float with a colleague and both of you sign the sheet. Wear your apron and tie back long hair while you are in the kitchen. Report any damage to the building to the manager the same day. Be polite on the phone and write down the caller's name and number. Return the keys to the hook in the office when you finish. Check that the toilet is clean and stocked every hour. Clean the coffee machine group heads at the end of every shift. If a guest looks unsure, offer to explain the menu. Hold doors for guests with prams, bags or walking aids. Wash your hands before you start work and after you handle raw food. Be polite on the phone and write down the caller's name and number.

Section 20: Keeping the garden tidy

Hold doors for guests with prams, bags or walking aids. Follow the plan on the wall for the order of opening tasks. Tell the manager if a machine makes an unusual noise. Be polite on the phone and write down the caller's name and number. Sweep the garden path in the morning and after rain. Clean the coffee machine group heads at the end of every shift. Sweep the garden path in the morning and after rain. Check that the toilet is clean and stocked every hour. Tell the manager if a machine makes an unusual noise. Check that the till float matches the sheet at the start of the shift. Return the keys to the hook in the office when you finish. Stock the cups, lids and napkins before the morning rush. Wipe tables with the blue cloth and chairs with the white cloth. Keep your work surface clear and wipe it down when you change task.

Section 21: Opening the café

Clean the coffee machine group heads at the end of every shift. Rotate stock so that the oldest items are used first. Keep the walkway behind the counter free of boxes. Wash your hands before you start work and after you handle raw food. Hold doors for guests with prams, bags or walking aids. Greet every guest within a minute of them coming in. Switch off the lights in rooms that nobody is using. Turn the milk jugs upside down on the rack at the end of each shift. Wear your apron and tie back long hair while you are in the kitchen. Wash your hands before you start work and after you handle raw food. Keep your phone in your locker during your shift. Rotate stock so that the oldest items are used first. Put the day's bakes on the display with their name cards. If a guest looks unsure, offer to explain the menu.

Section 21: Closing the café

Say thank you to every guest who leaves. Keep the walkway behind the counter free of boxes. Say thank you to every guest who leaves. Put the day's bakes on the display with their name cards. Wash your hands before you start work and after you handle raw food. Switch off the lights in rooms that nobody is using. Keep your work surface clear and wipe it down when you change task. Switch off the lights in rooms that nobody is using. Wear your apron and tie back long hair while you are in the kitchen. Keep your phone in your locker during your shift. Keep the walkway behind the counter free of boxes. Check that the till float matches the sheet at the start of the shift. Tell the manager if a machine makes an unusual noise. Label every container with the name of its contents and the date it was opened.

Section 22: Working in the kitchen

Ask a colleague if you are not sure how to use a machine. Keep your phone in your locker during your shift. Wash your hands before you start work and after you handle raw food. Keep your phone in your locker during your shift. Ask a colleague if you are not sure how to use a machine. Label every container with the name of its contents and the date it was opened. Label every container with the name of its contents and the date it was opened. Use the correct colour of chopping board for each type of food. Keep your work surface clear and wipe it down when you change task. Wear your apron and tie back long hair while you are in the kitchen. Switch off the lights in rooms that nobody is using. Follow the plan on the wall for the order of opening tasks. Ask a colleague if you are not sure how to use a machine. Follow the plan on the wall for the order of opening tasks.

Section 22: Working at the counter

If a guest looks unsure, offer to explain the menu. Return the keys to the hook in the office when you finish. Wash your hands before you start work and after you handle raw food. Switch off the lights in rooms that nobody is using. Be polite on the phone and write down the caller's name and number. Say thank you to every guest who leaves. Sweep the garden path in the morning and after rain. Write any spill or breakage in the daily book. Follow the plan on the wall for the order of opening tasks. Ask a colleague if you are not sure how to use a machine. Wear your apron and tie back long hair while you are in the kitchen. Put used cloths in the laundry bin and take fresh ones from the shelf. Keep your work surface clear and wipe it down when you change task. Keep the walkway behind the counter free of boxes.

Section 23: Cleaning and hygiene

Hold doors for guests with prams, bags or walking aids. Wash your hands before you start work and after you handle raw food. Report any damage to the building to the manager the same day. Use the correct colour of chopping board for each type of food. Check that the till float matches the sheet at the start of the shift. Ask a colleague if you are not sure how to use a machine. Check that the till float matches the sheet at the start of the shift. Hold doors for guests with prams, bags or walking aids. Tell the manager if a machine makes an unusual noise. Keep your work surface clear and wipe it down when you change task. Count the float with a colleague and both of you sign the sheet. Check that the toilet is clean and stocked every hour. Put the day's bakes on the display with their name cards. Count the float with a colleague and both of you sign the sheet.

Section 23: Looking after guests

Keep the walkway behind the counter free of boxes. Wipe tables with the blue cloth and chairs with the white cloth. Switch off the lights in rooms that nobody is using. Put the day's bakes on the display with their name cards. Put the day's bakes on the display with their name cards. Ask a colleague if you are not sure how to use a machine. Ask a colleague if you are not sure how to use a machine. Check that the toilet is clean and stocked every hour. Stock the cups, lids and napkins before the morning rush. Wipe tables with the blue cloth and chairs with the white cloth. Write any spill or breakage in the daily book. Turn the milk jugs upside down on the rack at the end of each shift. Check that the till float matches the sheet at the start of the shift. Ask a colleague if you are not sure how to use a machine.

Section 24: The till and the float

Keep your work surface clear and wipe it down when you change task. Keep your phone in your locker during your shift. Label every container with the name of its contents and the date it was opened. Turn the milk jugs upside down on the rack at the end of each shift. Count the float with a colleague and both of you sign the sheet. Put the day's bakes on the display with their name cards. The first aid kit is in the top cupboard above the dishwasher. The trained first aider is Tilly Marsh. Say thank you to every guest who leaves. Return the keys to the hook in the office when you finish. Put used cloths in the laundry bin and take fresh ones from the shelf. Return the keys to the hook in the office when you finish. Check that the toilet is clean and stocked every hour. Put the day's bakes on the display with their name cards. Put the day's bakes on the display with their name cards. Turn the milk jugs upside down on the rack at the end of each shift.

Section 24: Stock and deliveries of supplies

Switch off the lights in rooms that nobody is using. Use the correct colour of chopping board for each type of food. Keep the walkway behind the counter free of boxes. Use the correct colour of chopping board for each type of food. Be polite on the phone and write down the caller's name and number. Keep your phone in your locker during your shift. Wash your hands before you start work and after you handle raw food. Switch off the lights in rooms that nobody is using. Write any spill or breakage in the daily book. Hold doors for guests with prams, bags or walking aids. If a guest looks unsure, offer to explain the menu. Turn the milk jugs upside down on the rack at the end of each shift. Report any damage to the building to the manager the same day. Report any damage to the building to the manager the same day.

Section 25: Using the machines

Put the day's bakes on the display with their name cards. Use the correct colour of chopping board for each type of food. Put the day's bakes on the display with their name cards. Keep your phone in your locker during your shift. Use the correct colour of chopping board for each type of food. Keep the walkway behind the counter free of boxes. Label every container with the name of its contents and the date it was opened. Keep your work surface clear and wipe it down when you change task. Ask a colleague if you are not sure how to use a machine. Ask a colleague if you are not sure how to use a machine. Tell the manager if a machine makes an unusual noise. Keep your phone in your locker during your shift. Tell the manager if a machine makes an unusual noise. Use the correct colour of chopping board for each type of food.

Section 25: Keeping the garden tidy

Hold doors for guests with prams, bags or walking aids. Greet every guest within a minute of them coming in. Rotate stock so that the oldest items are used first. Use the correct colour of chopping board for each type of food. Clean the coffee machine group heads at the end of every shift. If a guest looks unsure, offer to explain the menu. Follow the plan on the wall for the order of opening tasks. Use the correct colour of chopping board for each type of food. Wipe tables with the blue cloth and chairs with the white cloth. Report any damage to the building to the manager the same day. Check that the toilet is clean and stocked every hour. Keep the walkway behind the counter free of boxes. Turn the milk jugs upside down on the rack at the end of each shift. Tell the manager if a machine makes an unusual noise.

Section 26: Opening the café

Check that the till float matches the sheet at the start of the shift. Wash your hands before you start work and after you handle raw food. Wash your hands before you start work and after you handle raw food. Return the keys to the hook in the office when you finish. Be polite on the phone and write down the caller's name and number. Wash your hands before you start work and after you handle raw food. Put used cloths in the laundry bin and take fresh ones from the shelf. Be polite on the phone and write down the caller's name and number. Greet every guest within a minute of them coming in. Stock the cups, lids and napkins before the morning rush. Label every container with the name of its contents and the date it was opened. Sweep the garden path in the morning and after rain. Put the day's bakes on the display with their name cards. Stock the cups, lids and napkins before the morning rush.

Section 26: Closing the café

Greet every guest within a minute of them coming in. Ask a colleague if you are not sure how to use a machine. Wipe tables with the blue cloth and chairs with the white cloth. Report any damage to the building to the manager the same day. Keep the walkway behind the counter free of boxes. Tell the manager if a machine makes an unusual noise. Put used cloths in the laundry bin and take fresh ones from the shelf. If a guest looks unsure, offer to explain the menu. Sweep the garden path in the morning and after rain. If a guest looks unsure, offer to explain the menu. Put the day's bakes on the display with their name cards. Check that the till float matches the sheet at the start of the shift. Keep the walkway behind the counter free of boxes. Be polite on the phone and write down the caller's name and number.

Section 27: Working in the kitchen

Ask a colleague if you are not sure how to use a machine. Say thank you to every guest who leaves. Write any spill or breakage in the daily book. Sweep the garden path in the morning and after rain. Hold doors for guests with prams, bags or walking aids. Put the day's bakes on the display with their name cards. Ask a colleague if you are not sure how to use a machine. Wear your apron and tie back long hair while you are in the kitchen. Switch off the lights in rooms that nobody is using. Write any spill or breakage in the daily book. Hold doors for guests with prams, bags or walking aids. Return the keys to the hook in the office when you finish. Count the float with a colleague and both of you sign the sheet. Wear your apron and tie back long hair while you are in the kitchen.

Section 27: Working at the counter

Clean the coffee machine group heads at the end of every shift. Wear your apron and tie back long hair while you are in the kitchen. Follow the plan on the wall for the order of opening tasks. Wash your hands before you start work and after you handle raw food. Sweep the garden path in the morning and after rain. If a guest looks unsure, offer to explain the menu. Keep the walkway behind the counter free of boxes. Write any spill or breakage in the daily book. Write any spill or breakage in the daily book. Ask a colleague if you are not sure how to use a machine. Check that the till float matches the sheet at the start of the shift. Check that the toilet is clean and stocked every hour. Turn the milk jugs upside down on the rack at the end of each shift. Keep your work surface clear and wipe it down when you change task.

Section 28: Cleaning and hygiene

Hold doors for guests with prams, bags or walking aids. Wipe tables with the blue cloth and chairs with the white cloth. Wash your hands before you start work and after you handle raw food. Tell the manager if a machine makes an unusual noise. Keep your phone in your locker during your shift. Hold doors for guests with prams, bags or walking aids. Keep your phone in your locker during your shift. Keep your work surface clear and wipe it down when you change task. Label every container with the name of its contents and the date it was opened. Follow the plan on the wall for the order of opening tasks. Sweep the garden path in the morning and after rain. Follow the plan on the wall for the order of opening tasks. Wash your hands before you start work and after you handle raw food. Keep your work surface clear and wipe it down when you change task.

Section 28: Looking after guests

Count the float with a colleague and both of you sign the sheet. Wear your apron and tie back long hair while you are in the kitchen. Turn the milk jugs upside down on the rack at the end of each shift. Turn the milk jugs upside down on the rack at the end of each shift. Greet every guest within a minute of them coming in. Label every container with the name of its contents and the date it was opened. Turn the milk jugs upside down on the rack at the end of each shift. Ask a colleague if you are not sure how to use a machine. Clean the coffee machine group heads at the end of every shift. Wipe tables with the blue cloth and chairs with the white cloth. Rotate stock so that the oldest items are used first. Keep your phone in your locker during your shift. If a guest looks unsure, offer to explain the menu. Keep your work surface clear and wipe it down when you change task.

Section 29: The till and the float

Count the float with a colleague and both of you sign the sheet. Tell the manager if a machine makes an unusual noise. Check that the toilet is clean and stocked every hour. Stock the cups, lids and napkins before the morning rush. Rotate stock so that the oldest items are used first. Report any damage to the building to the manager the same day. If you will be more than 15 minutes late, ring the manager on 020 7946 0147 before your shift starts. Keep your work surface clear and wipe it down when you change task. Label every container with the name of its contents and the date it was opened. Turn the milk jugs upside down on the rack at the end of each shift. Greet every guest within a minute of them coming in. Turn the milk jugs upside down on the rack at the end of each shift. Clean the coffee machine group heads at the end of every shift. Keep your phone in your locker during your shift. Count the float with a colleague and both of you sign the sheet.

Section 29: Stock and deliveries of supplies

Keep your work surface clear and wipe it down when you change task. Keep your phone in your locker during your shift. Count the float with a colleague and both of you sign the sheet. Hold doors for guests with prams, bags or walking aids. Keep your work surface clear and wipe it down when you change task. Be polite on the phone and write down the caller's name and number. Label every container with the name of its contents and the date it was opened. Say thank you to every guest who leaves. Clean the coffee machine group heads at the end of every shift. Keep your work surface clear and wipe it down when you change task. Say thank you to every guest who leaves. Hold doors for guests with prams, bags or walking aids. Keep the walkway behind the counter free of boxes. Hold doors for guests with prams, bags or walking aids.

Section 30: Using the machines

Report any damage to the building to the manager the same day. Put the day's bakes on the display with their name cards. Wipe tables with the blue cloth and chairs with the white cloth. Check that the till float matches the sheet at the start of the shift.

Sweep the garden path in the morning and after rain. Switch off the lights in rooms that nobody is using. The weekly deep clean is every Sunday, after the café closes at 15:00. Rotate stock so that the oldest items are used first. Return the keys to the hook in the office when you finish. Check that the toilet is clean and stocked every hour. Hold doors for guests with prams, bags or walking aids. Turn the milk jugs upside down on the rack at the end of each shift. Put the day's bakes on the display with their name cards. Follow the plan on the wall for the order of opening tasks. Keep your work surface clear and wipe it down when you change task.

Section 30: Keeping the garden tidy

Return the keys to the hook in the office when you finish. Clean the coffee machine group heads at the end of every shift. Clean the coffee machine group heads at the end of every shift. Check that the till float matches the sheet at the start of the shift. Turn the milk jugs upside down on the rack at the end of each shift. Follow the plan on the wall for the order of opening tasks. Wash your hands before you start work and after you handle raw food. Switch off the lights in rooms that nobody is using. Put the day's bakes on the display with their name cards. Wipe tables with the blue cloth and chairs with the white cloth. Label every container with the name of its contents and the date it was opened. Say thank you to every guest who leaves. Use the correct colour of chopping board for each type of food. Stock the cups, lids and napkins before the morning rush.