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| Name |  | Form |  |

**Task Four**

The largest directorate within National Museums Liverpool, Enterprises and Visitor Experience, is key in delivering our mission to ‘create memorable experiences for everyone, challenging expectations’. They are at the heart of our museums and galleries, communicating and providing a fantastic service to millions of visitors every year.

Whether they’re enlightening a group of visitors about an artwork or artefact, or helping to drive income from our cafes and shops, Enterprises and Visitor Experience colleagues are key to the positive experiences that people enjoy at National Museums Liverpool. The Directorate also engages with people after our museums and galleries have closed to the public, with our [Hosted by](https://www.liverpoolmuseums.org.uk/venuehire) events team enabling clients to enjoy a conference, private dinner, drinks reception or Christmas party surrounded by our internationally-important collections.

We have 6 cafes across National Museums Liverpool and 5 shops selling souvenirs and gifts that link to the collections and displays in the museum.

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| **Can you list as many job roles as you can think of that might be found in the café or shop.** |
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| **Follow this link and pick one of our cafes** [**https://www.liverpoolmuseums.org.uk/food-and-drink**](https://www.liverpoolmuseums.org.uk/food-and-drink) **have a look at the menu, paying attention to the different types of food and drinks on offer and the prices.**  Your task is to create a new menu for the Museum of Liverpool café. This museum gets a lot of visitors coming from other countries, it also has a lot of families with young children as well as adult groups.   * Your menu must cater for all visitors. * Remember to think about food intolerances or dietary requirements such as vegan or vegetarian options * Maybe try to get a themed dish onto your menu? Linked to Liverpool’s history? |
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| **Optional Task**  Have a go at making something off your menu, this could just be a drink or a sandwich or you could bake a cake or cook a hot dish. Use what you have available to you. When you have made the item think about how you would like to present it so that it looks as delicious as possible. Take a photo of the item to make it look at its most appealing, consider the following:-   * Lighting can make something look hot or cold, generally more light will make food look nicer than if you take a shadowy shot * Think about what sort of plate/cup/cutlery you see in shot and what surface you put the plate onto. * Can you make it look like it is taken in a café? * Do you need to add set dressing? Flowers? Salt and pepper pots? * This shot would be used on the website to advertise your café so it needs to look as professional as it can (using a mobile phone camera!) * Send this picture to your teacher |
| The cafes can get very busy especially in school holidays and during big City wide events. The staff need to work together to make sure everything is kept clean and visitors are served quickly and fridges are kept stocked. Use your problem solving skills to deal with the following scenario.  The café is made up of three main working zones, these are:-   * **Back kitchen**- This is where some hot food is plated up, washing up is done and waste food is thrown away. * **Counter –** This is where hot drinks are made, cold food is plated and served, and customers' orders and payment are taken * **Front area** – Where customers sit to eat. Tables need cleaning and dirty plates and food waste needs clearing. Fridges need stocking.   **Task Five**  There are normally four members of staff working in the Maritime Museum Café but today one staff member has called in sick.  It is very busy in the café, a coach party of people has arrived and are queuing up to put their orders in  The drinks fridge is running very low on coca cola, water and lemonade and needs re stocking.  Several tables are covered in dirty cups and plates  The café has run out of hot chocolate  There are no clean cups for large hot drinks.  Try to write out a plan of how the three staff members can work well together to solve these challenges. Giving reasons for your choices. |

Thank you for completing this task on The National Museums Liverpool

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