

Barista/Front of House Team Member

Job Description

The Barista/Front of House Team Member will have the responsibility of providing an amazing customer service experience in the newly established Park Cafe Heavitree located within Heavitree Pleasure Ground. You will need to be fun, hardworking and determined to provide the best customer experience possible, ensuring that each and every customer of the Park Cafe Heavitree is treated with warmth and happiness, and served with a smile.

Salary - competitive hourly rate.

Hours per week - full time or part time shift work to cover weekdays, weekends and the occasional evening, to ensure full cover across our opening hours.

Reports to – Park Cafe Heavitree - Head Barista/Front of House Supervisor.

Main Duties of the Role

- Ensure a smooth and efficient level of customer service
- Create and serve hot and cold drinks to a high standard
- Take orders, describe menu items and suggest other products that may be of interest to customers
- Using the till to process orders and payments
- Operate a high level of health and safety (food hygiene and cleanliness) throughout the cafe setting both inside and outside (equipment, seating areas, work areas and utensils)
- Assisting with basic kitchen duties
- Adhere to Park Cafe Heavitree financial processes and procedures
- Understand the process of dealing with any customer complaints
- Support the safe and secure operation of the building
- Assist with the basic procedures of opening and closing the Park Cafe Heavitree
- Provide and manage a warm, welcoming and inclusive environment
- Help the cafe team in providing a space where all sectors of the community can come together and meet

Person Specification

All are essential, unless marked with a (D) for desirable.

Qualifications and Training

- Good standard of education
- Barista Training (D)
- NVQ in hospitality services (there will be an opportunity to gain this qualification if required) (D)
- Basic Food Hygiene training or Food Hygiene certificate at level 2 (there will be an opportunity to gain this qualification if required) (D)
- First Aid at work certificate (D)

Experience of

- a customer focussed service, ideally within a busy hospitality setting (such as waiting, front of house, coffee shop or cafe experience)
- creating and producing high standards of hot and cold drinks
- cash handling and experience of accounting systems such as Goodtill
- completing relevant daily and weekly checks in a cafe setting

Skills

- Passionate about providing an amazing customer service experience
- A fantastic team player with the ability to have fun at work
- A desire to get to know the customers and make relationships with all sections of the community
- Excellent communication skills
- Numerate and literate
- Enthusiastic and demonstrable positive/happy/approachable attitude
- Outstanding organisational skills and attention to detail and accuracy
- Punctual and reliable
- A desire to develop skills and knowledge of the hospitality industry
- Able to work in a small team as well as on own initiative
- Adaptability to change and embrace new ideas and procedures - and a confidence to suggest ways of improving customer service levels
- Able to prioritise tasks and multi-task to deliver efficient and consistent customer service levels in a pressurised cafe environment