

## Barista/Front of House Assistant

### Job Description



**Job title:** Barista/Front of House Assistant

**Hours:** Zero Hour Contract

**Contract length:** Permanent contract

**Hourly Rate:** Variable depending on age and experience.

#### **Overall Purpose of the role:**

Orchard Coffee House, a ministry of Gorsley Baptist Church. We endeavour to be a community hub, where people of all ages and backgrounds can come together and be refreshed.

You will need to have a positive and outgoing nature that shines in a customer facing environment. Attention to the smallest details is key to ensuring brilliant customer service. You will be excellent at communicating and passionate about our products, whether our home-made cakes or fresh coffee, and be on hand to help, serve and guide. Making coffee and drinks to order and preparing the customers cake of choice.

We are looking for someone who is naturally enthusiastic about coffee and has an excellent customer service. This role is flexible and requires availability during the week and on Saturdays. No set hours can be guaranteed, as a zero-hour role.

#### **Principal duties and responsibilities are to:**

- Offer a warm and friendly welcome to all our customers.
- Accurately operate the till and process payments correctly and efficiently.
- Prepare and serve a variety of hot and cold beverages such as tea, coffee, milkshakes, etc.
- Provide excellent customer service by ensuring orders are accurate and delivered in a timely manner.
- Maintain cleanliness and organisation of the coffee shop area.
- Clear tables and maintain a clean and safe environment.
- Washing up, using a commercial dishwasher and pot wash.
- Restocking supplies throughout the day.
- Ensure completion of daily and monthly cleaning tasks.
- Perform end of day cleaning following set procedures.
- Communicate and escalate any concerns or complaints to the manager or assistant manager.

## **Person specification**

The ideal candidate will have, or be able to develop, the following:

- A sympathetic attitude towards the ethos of the church.
- Outstanding customer service and a focus for delivering great experiences for our community.
- Excellent communication skills, being able to relate warmly to all people.
- Ability to use an espresso machine and prepare a variety of beverages. (desirable)
- The ability to work in a fast-paced environment whilst remaining calm under pressure.
- A flexible approach and the ability to multitask and handle multiple orders efficiently.
- Previous experience in a hospitality role, particularly in short order service.
- A positive 'can do' mindset, a heart for the community and a passion for delivering great service is essential.

NOTES: This job description does not form part of the contract of employment. A comprehensive contract of employment will be issued to the successful applicant, including such details as notice period, procedures for sickness absence, grievance and disciplinary.