

# Job Description

## Core job information

Job Title	Barista Coffee House Assistant		
Fulltime / part time	Part time	Appointment	Permanent
Reports to (job title)	Coffee House Manager	Place of work	Thackeray Coffee House

## Job purpose:

To provide a warm welcome and fantastic customer service. To set the coffee house up ready for the day and maintain high levels of food hygiene throughout the day. To accurately prepare and serve a variety of hot and cold foods and drinks as requested by customers. It is essential that there is a high level of accuracy when inputting items through the till and handling cash and cards.

## Knowledge, Skills & Experience *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications		
Experience	Customer service within the hospitality environment, dealing directly with members of the public, cash handling and good communication skills	
Knowledge, skills & abilities	To be Barista trained	Essential
	Basic knowledge of food preparation	Essential
	Food Hygiene regulations	Essential
Attitude & disposition	<ul style="list-style-type: none"><li>• Strong customer service skills</li><li>• Ability to work on own initiative</li><li>• Able to work well in a busy environment and keep calm under pressure</li><li>• Effective interpersonal skills to liaise with both customers and suppliers</li><li>• Good at working in a team</li><li>• Passionate about food and customer service</li><li>• Have high standards and be quality driven</li></ul>	

Other circumstances		
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## Main Duties and Responsibilities of the Role

### Barista

- Grind coffee and measure out pre-ground coffee to the correct levels
- Fill the machine with the correct amount of coffee
- Ensure the water temperature is correct
- To store, prepare and maintain ingredients when necessary and as required.
- To be aware of stock levels for reordering and inform manager
- To take coffee orders from the customer and make drinks as per their requirements
- To decorate the steamed milk when appropriate
- To check the coffee machine regularly throughout the day to maintain optimum working levels
- To keep the coffee machine and work environment clean at all times
- To report any problems with the coffee machine to the manager immediately

### Coffee House duties:

- To prepare the Coffee House in readiness for opening, ensuring that the service and seating areas are clear and clean and that the same process is completed at close of day
- Replenish supplies throughout the Coffee House e.g. salt, pepper and sugar containers, sauces, napkins and cutlery etc and inform the manager if stocks are running low so they can be reordered
- When closing, check all areas are clear of items left by customers. Report any lost property to the gatehouse
- Collect food from the kitchen and return and unsold items and empty dishes at the close of business
- Arrange and restock the display counters with cold drinks and pre-packed food
- To prepare and serve sandwiches/toasted sandwiches/paninis/salads/ hot food and other food items as required
- To have a high awareness of food allergies and assist customers if they enquire about ingredients
- To comply with good food hygiene practice e.g. cleaning and keeping temperature records and monitoring food dates.
- To monitor and maintain cleaning and tidying around the kitchen, servery area and within the Coffee House as a whole
- To wash dirty cutlery, crockery and glasses in the dishwasher and by hand if necessary
- To undertake ad-hoc work reasonably requested by the manager
- To report any faults or issues that could affect the smooth running of the Coffee House to the manager
- Dealing with customer queries, requests and problems
- To handle cash/card transaction and till receipts, and ensure the security of the cash register at all times and abiding to the Charterhouse Financial regulations. Accuracy is essential for the handling monies and till receipts to prevent any discrepancies or mismanagement
- To assist in receiving and storing stock, ensuring accurate and efficient record keeping as required
- To use effective customer care skills to ensure the wellbeing of customers at all times, under the guidance of the manager

## Working Environment

Your place of employment will be at Thackeray Coffee House or any location, as the Governors reasonably require from time to time.

**Freedom to Act & Decision Making** (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

None

**Communication & Networking** (*liaison with others, type and level of communications*)

Internal and external customers including staff, Governors and Brothers

**Finance/Resource Management** (*budgeting, forecasting*)

None

**People Management** (*supervisory responsibility, human relations skills*)

None

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Organisation Chart**

To follow

