

COFFEE BAR ASSISTANT – TERM TIME ONLY

JOB DESCRIPTION

CUSTOMER SERVICE

- Maintain a high level of customer service at all times
- Work quickly and efficiently to serve customers in a timely manner.
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Ensure a standard of display at all times so the shop/coffee bar looks enticing for customers
- Be friendly, pleasant and make meaningful connections with customers.
- Have excellent knowledge of all products and be able to upsell and cross sell between departments

STAFF

- Work well within the small developed team and individually using initiative to complete tasks.
- Work as part of the whole farm shop team and really get stuck in to all aspects of the business
- Strive for a cohesive working environment where the shop team and coffee bar team work together to increase sales and customer satisfaction.
- Great communication between yourself and other staff members on day to day running and planning
- Help integrate new and junior members of the team
- Assist the barista with providing an excellent coffee experience to our loyal customer base

STOCK CONTROL

- Always have an awareness of stock control. Work on the first in first out moto.
- Communicate when there is too much, or too little of item to management so we can reorder/find a way to utilise stock.
- Completely daily, weekly, and monthly date stock checks

FOOD HYGIENE

- Adhere to food hygiene standards set by the Food Standards Agency and the business. Great knowledge of our SFBB folder.
- Ensure all shop areas are clean and tidy and presentable at all times for customers. Maintain the high standards that are already in place.
- Complete food safety training
- Complete allergen training

REPORTING

- Attend team meetings, whether that's in person, remotely or sending notes via email – bring ideas to the business for improvement and innovation
- Maintain updated records for food hygiene standards and implement improvements and efficiencies where needed, report any issues and come to a plan as part of a team.

- Communicate issues, trends, sales, etc, so we can act if needed

INNOVATION

- Work towards additional/new products as part for the team.
- Assist with new and exciting ways of displaying offerings, always looking for improvement.
- Assist with planning of events and new launches. Having an active role in business development.
- Be enthusiastic and adaptable to our limitations.
- Promote our milk and beef the benefits of it, and how fabulous it is!

Ultimately, you will become a key member of our small team here at Eastington Farm Shop. We will work hard, but have fun and maintain our coffee stop being a favourite local spot.

TO APPLY

Please send your CV and a cover letter to jobatefs@gmail.com

From there, you may be asked more questions regarding your experience via email. You will be invited for a face-to-face interview. We always hold (unpaid) trial shifts for all candidates. This gives you a chance to see how we work, what is expected and meet some of the team and customers. It also gives us the opportunity to see your standard of work and customer service.

We are looking forward to hearing from you soon.

Closing date for applications = 29.09.2024