



POSITION DESCRIPTION

POST: Café / Barista Staff

HOURS: Part-time (£6.65-£9.00 /hr plus tips)

LOCATION: Usually located in the Shrewsbury Market Hall but may be required to work at other sites when required such as festivals/events.

PRIMARY OBJECTIVES OF ROLE

- To operate the coffee machine to ensure a consistent standard of coffee and make other beverages as required.
- To love Coffee (and Tea)!
- To serve customers in the Café as required; where serving alcoholic drinks to ensure licensing laws are adhered to and to ensure food hygiene regulations and company health & safety guidelines are adhered to
- To ensure a clean and hygienic work environment at all times.
- To ensure the delivery of excellent customer service at all times
- To be an active member of the team, supporting everyone with the smooth running of service.

MAIN DUTIES OF ROLE

- To always give customers excellent service
- To adhere to all Company policies and procedures to ensure a safe and clean environment for staff and customers
- To operate the coffee machine to ensure a consistent standard of coffee and make other beverages as required.
- Washing all utensils, Crockery, plates and any equipment used in production area during the working day and ensuring that clean equipment is available
- To use the EPOS system as directed and trained
- To attend to housekeeping as directed by the line manager
- To put out stock as directed and ensure all the shelves are stocked – advising line manager of any discrepancies
- To ensure that the cash management / float management procedures are adhered to and discrepancies rectified and reported
- To be responsible for the security of the venue along with the other staff – working closely with Management
- To adhere to licensing laws and food hygiene regulations as directed
- To assist with stock checking where directed
- To take any deliveries where directed and sign for said deliveries

GENERAL DUTIES OF ALL STAFF

- To contribute and assist in BBs Ltd's planning processes
- To contribute to the positive and professional image of the Company and not act in such a manner as to bring the Company into disrepute, and to portray a positive image, both internally and externally of the Company by displaying high standards of service, integrity, punctuality, politeness and professionalism;
- To fulfil own administrative requirements;
- To undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested;
- To take ownership of your Induction, Personal Review Programme, Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service;
- To assist in key events throughout the year, including late night openings, internal and external events, fairs and trade events, if necessary;
- To be responsible for environmental consideration and environmental best practice.