

Team Member/Barista - Coffee Shops



Can also be called: Barista, Counter Assistant

Salary: From £11-14k per year

Duties you may be required to do:

- Set up the café before it opens
- Refilling salt, pepper and sugar containers along with sauces, napkins, and cutlery points
- Arranging and restocking display counters with cold drinks and pre-packaged food
- Prepare and serve hot drinks using specialist equipment
- Serve drinks
- Provide a counter/take-away service
- Collecting food from the kitchen and returning empty dishes
- Basic Food Service
- Prepare and clear areas for counter/takeaway service
- Basic food Presentation
- Prepare hot and cold sandwiches
- Prepare and finish simple salad and fruit dishes
- Maintain food safety when storing, holding and serving food
- Recognise and deal with customer queries, requests and problems
- Maintain and deal with payments
- help with general cleaning and tidying around the kitchen and counters, tray and waste collection points, tables, floors, toilets and entrance
- Monitor and solve customer service problems

Skills you need for the job:

- Communication (informing others, listening to instructions, passing on messages)
- Customer service

- Interpersonal skills, confident working with wide range of people
- Numerate
- Literate
- Confident when working under pressure
- Organisational skills
- Effective team member (keeps others informed, reports issues, deals with disagreements constructively etc)

Expected behaviours:

- Punctual
- Friendly, courteous and helpful behaviour
- Flexible approach to working hours

There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1st careers site “UKSP” (www.uksp.co.uk).

UKSP

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.