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Registered Charity Number: 1143446

|                             |                                                                                                                                                              |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Description for:</b> | The Garden Rooms Café Barista                                                                                                                                |
| <b>Hours:</b>               | Part-time – 24 to 30 per week<br>(Usually 8.15am to 2.15pm Monday- Thursday initially then also Friday 8.15am to 2,15pm)                                     |
| <b>Location:</b>            | The Garden Rooms Cafe, 118 Haviland Road, Boscombe, BH7 6HW                                                                                                  |
| <b>Salary:</b>              | <b>Fully Trained &amp; Qualified Barista</b> = £14,976 Per Annum (24 hours), £18,720 Per Annum (30 hours)<br><b>Not Fully trained rate</b> (£11.60 per hour) |

#### **Role Overview:**

Do you have a passion for coffee, would you like to take that passion further and be fully trained as a barista. Or are you already a trained as a barista and on the lookout for a new role.

Here at the The Garden Rooms Cafe and Conferencing, we have an exciting opportunity for a Barista, You will be the customer facing lead of the café as we relaunch it. You would be expected to offer our customers consistently good coffee, great communication and sense of community.

Responsibilities include, making recommendations based on customer preferences, up-selling special items, taking coffee and food orders using the till and serving food like muffins and cakes from the counter.

To be successful in this role, you should have excellent customer service skills, knowledge of how to brew good coffee or a willingness to be trained as a barista.

You will also definitely need to be an early riser and a good time keeper.

#### **KEY RESPONSIBILITIES OF THE JOB HOLDER:**

- Greet customers as they enter making them feel genuinely welcome and important
- Give customers drink menus and answer their questions regarding ingredients
- Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Prepare & Serve a range of drinks and prepared food, like cookies, pastries, wraps and other savoury menu items
- Receive and process payments (cash and credit cards)
- Keep the café and counter area clean and tidy

- Maintain stock of clean mugs, cutlery and plates
- Check if brewing equipment operates properly and report any maintenance needs
- Comply with health and safety regulations adhering to food safety and sanitation guidelines.
- Communicate customer feedback to managers and recommend new menu items
- Collaborate and support the Front-of-House volunteers and train in used coffee machine.
- Stay current with industry trends and developments, continuously seeking opportunities for improvement.
- Foster a positive and collaborative work environment, motivating and inspiring volunteers and any kitchen colleagues to excel.
- Be able to adapt to the fluctuations of demand each day and respond to customer needs.
- To set and maintain clear standards ensuring consistent delivery of a high quality food & drink service, hygiene, health & safety.
- Monitor and maintain food production records and allergy information.
- Reconcile and balance the till every day
- Undertake any other duties reasonably requested by the Café Head Chef and Charity Management.

### **General**

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time. The post holder must comply with and implement relevant health, safety, security and welfare processes as required by statutory or the charity procedures.

### **Evidenced Experience or skills:**

- Proven experience in a Café or similar hospitality environment serving food and drinks
- Barista Trained or equivalent certification.
- Ability to make a range of coffees, teas and other hot or cold drinks
- Strong maths and money handling skills with ability to operate EPOS till
- Excellent organisational and time management abilities, with a keen attention to detail.
- Strong knowledge of food safety and sanitation standards, ensuring compliance with laws and regulations.
- Level 2 Food Hygiene or equivalent or willingness to gain it
- Effective communication and interpersonal skills, with the ability to collaborate with diverse teams.
- Ability to thrive in a fast-paced environment and adapt to changing priorities.
- Commitment to upholding high standards of drinks & food quality, service, and professionalism.
- Flexibility to work very occasional evening or weekend events.

### **Benefits:**

- Sociable hours
- Opportunity for professional development to train others
- Staff discount on food and beverages
- Positive and supportive work environment
- Contribute to the wellbeing of your community

If you believe you are suitable for this position despite lacking specific qualifications or relevant experience, we encourage you to apply. As an equal opportunities employer, we welcome applicants regardless of background, ethnicity, culture, belief, gender or disability. It is vital though that you can sign up to and support the mission and purpose and ethos of the Charity.

**Bournemouth Foodbank is a charity founded on Christian principles. Some members of the team are Christians, many are not, but we all subscribe to the same values, mission and vision and expect that new team members will too.**

I, \_\_\_\_\_, have read and understood the requirements attached to the role of Café Barista as set out in this document. I understand the nature of the role and the associate responsibilities and requirements. I believe that I am suitable for the position and agree to undertake the role with the understanding that this document will provide the benchmark by which my performance shall be evaluated bi-annually.

Print Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date: \_\_\_\_\_