



Encore Coffee House Part-Time Barista

Working hours: Around 10 to 20 hours per week Monday to Friday from 8am to 3:30pm (needs to be available on Thursdays)

Pay: £11.44 per hour

Responsible to: Encore Coffee House Manager

Context: In addition to being the home of Hope Church Ipswich, during the week The Hope Centre is used by the wider community as a venue for meetings and events. Encore Coffee House, a commercial coffee house situated in the foyer of the building, provides food and drinks for both members of the public, and guests. Monday - Friday from 8.30am - 2.30pm, we are looking to recruit an experienced barista to work with our team in delivering an outstanding service to all of our guests.

Areas of responsibility:

- Serving customers in a positive, friendly manner.
- Barista drinks, till transactions, taking food orders with care for allergen and dietary requirements, preparing and serving food and beverages to guests.
- Ensuring all areas in the coffee house and kitchen are clean, safe and hygienic at all times and that equipment is properly maintained.
- Dealing with customer comments well and taking appropriate follow up actions where necessary.
- Receiving deliveries from suppliers and ensuring they are stored in the correct places.
- Ensuring that menus and food labels are on display with the correct information and that they are neat and tidy.
- May involve opening the coffee house and kitchen at 8am and cash up at the end of the day.

Personal qualities, experience and skills

Essential:

- You must be proactive, well organised and motivated with a customer focused, helpful and flexible approach to work.
- Pleasant and friendly manner
- Previous barista training with experience in a similar role would be an advantage
- It's important that you have flexibility to cover for operational requirements including staff sickness, cover for planned leave or increased peaks of activity.
- It's important that you show a commitment to the values and objectives of Hope Church Ipswich.