

Senior Barista and Café/Deli Assistant

Reporting to: Section Manager

Overview:

The Senior Assistants are a team of leaders who work with their own section and the other section leaders to ensure each shift runs smoothly and at maximum efficiency whilst maintaining impeccable standards of customer service. The Senior Assistants play a vital part in helping us achieve our aim of becoming one of Cornwall's best loved destinations for great food and coffee.

The Senior Assistants do all the tasks that other Assistants do, but are expected to help nurture and develop their colleagues by setting the standard for them to follow.

The role includes*:

- Leading the section through the shift, allocating and reviewing responsibilities and adjusting the pace as necessary to ensure optimum levels of customer service, maximum efficiency and minimum waste.
- Opening and closing the section(s).
- Ensuring deli/café displays are mouth-wateringly attractive and well thought out to optimise sales, achieve regular product turnover and create impulse sales.
- Setting up and maintaining our state of the art Marzocco espresso machine and making sure every cup of coffee is absolutely knockout quality.
- Delivering exemplary standards of customer service and care, following the agreed procedures and processes and using expertise and knowledge to produce/serve other consistently high quality products.
- Serving from the counters, including weighing, labelling and wrapping goods and giving advice and guidance on product selection. Understanding the store's values and the nature of the products, in order to provide helpful and accurate advice.
- Managing queues and meeting customer expectations, upselling and promoting to increase sales and reduce waste.
- Processing cash and card payments; cashing up at the end of the day.
- Maintaining dialogue with other section leaders and managers during the shift to accommodate the level of trade and ensure the whole store team is operating in unison.
- Maintaining adequate supplies and rotation of stock and ancillary items.
- Dealing with complaints and authorising refunds or exchanges to an agreed maximum limit.
- Ensuring equipment is in working order and that members of the section use it correctly; reporting faults where necessary.
- Ensuring food hygiene and safety standards are adhered to and relevant information recorded.
- Ensuring all other agreed processes are followed to meet the store's legal obligations.
- Ensuring the cleanliness of relevant areas during the shift and in readiness for the next shift.
- Mentoring, training and motivating the team, in collaboration with the section manager, ensuring everyone is following the agreed procedures and that employee safety and wellbeing is being supported.
- Reporting discrepancies and problems beyond the remit of the job to the section manager/duty manager.
- Being aware of security within the store and vigilant for shoplifters and fraud.

*Currently we are operating a take-out service only as our eat-in café is closed but when it reopens the role will include overseeing the smooth service of that operation.

Skills and knowledge required for the job:

- A friendly and engaging personality, good communication skills and the ability to work effectively under pressure.
- An understanding and love of coffee and experience of making all types of coffee to a very high standard, preferably with a relevant qualification/certification.
- An interest in food, drink and cooking and an understanding of the store's goals and vision.
- Experience of food handling in a retail or hospitality environment.
- Comfortable and confident engaging with customers.
- Leadership qualities, including initiative, confidence and the ability to both take and give instruction, pass on accurate information, ensure that the required tasks are carried out and deal with issues when they arise.
- The ability to multitask and work as part of a team.
- Articulate and numerate, with an eye for detail and accuracy.
- The ability to stand for most of the day and to lift and carry stock.
- Smart appearance.
- Experience in touch screen till operation preferable.
- Food hygiene certification preferable.

What the right candidate can expect from the job:

- The opportunity to work for a highly reputable, award-winning, dynamic Cornish brand and to be part of a pioneering, interesting business located in the heart of Cornwall.
- The opportunity to work among a strong, friendly and committed team and with our many talented suppliers and loyal customers.
- A permanent contract for regular hours – we only use zero hours contracts when this is the job-holder's wish.
- Fast-paced, varied and rewarding work in a supportive environment.
- The chance to contribute ideas within a nimble, fast-growing enterprise.
- The chance to hone and extend skills and responsibilities to progress a career.

Hours and benefits:

- This is a full time role of 40 hours a week.
- The business is a 7 days a week operation and the job will involve weekend/Bank Holiday work.
- As a rule the hours are rota'd between 7.30am and 6.30pm Monday to Saturday; 9-4.30pm on Sundays. Hours are extended occasionally to cover special/seasonal events.
- Generous staff discount for all employees.
- Free on-site parking.
- Free uniform.
- Salary £20,000.

What to do next:

If you think you have the right skills and qualities and would like to apply, please complete an application form, available from the store or downloadable [here](#).

Please return the completed form to: jobs@greatcornishfood.co.uk along with an up to date CV of no more than two sides of A4.