

## Front of House Staff / Barista

Location:	The Courtenay Cafe, Powderham Castle
Contract:	Seasonal / Part Time
Hours of Work:	9am - 5pm Tuesday - Friday or 9am - 5pm Sunday - Tuesday
Rate of Pay:	Dependent on experience, but exceeding NMW. Added perks are entry to other attractions around Devon free of charge and entry to concerts and events at the Castle free of charge.

### Role Summary

To assist the service supervisor with all elements of front of house operations, such as taking customers orders, preparing drinks to order (using an espresso machine) and customer service.

### Duties

Above all else, to provide excellent customer service to ensure each visitor and customer has the best possible experience.

To assist in the set up and maintenance of all areas of the tearoom for daily service and monitor cleanliness and stock levels throughout the day.

To take customers orders efficiently and accurately demonstrating knowledge on the menu as well as the source of ingredients and options for customers with specific dietary requirements.

To serve drinks and food to customers at their table, and provide extra assistance when required for customers.

To notify the duty supervisor of stock levels, especially when stock are running low ready for re-order.

To handle cash and card payments in an appropriate way, with honesty and integrity.

To adhere to all standards as set by a member of the catering team or castle management team.

To support colleagues during peak times and help colleagues to ensure customer expectations are always met.

### Desirable Experience (Although full training will be provided)

Till use, whether it catering or retail experience.

A level of barista training

Qualification in food hygiene - or a good basic understanding of guidelines

Driving License and Car (public transport does run to the cafe, but for reliability a car would be ideal)