

Experienced Gift & Coffee Shop Assistants at Bawdon Lodge Farm

We are seeking to recruit experienced Gift & Coffee Shop Assistants to join our growing team.

Regular Weekend shift available:-

Sundays - 9am until 4.30pm (1/2hr unpaid lunch break per day)

Contract: Zero Hour. Six month probation with Personal Development Plan
Hourly Rate - above min wage per hour + holiday pay and staff discount.

Weekday Shifts are subject to availability in addition to working a weekend Shift. This will be discussed at the interview stage. Additional shifts are available at peak seasonal times and events. Shifts start at 9am and may finish up to 6pm dependent on the opening hours of the day. Organised events may have different start and end times and team members will be required to be flexible to work additional hours with notice and remuneration. Shift Patterns must include working regularly at least one weekend day.

Gift & Coffee Shop Assistant

Reporting to the Shift Supervisor and in liaison with the Company Directors and Mrs Jules Baines of Just Jules Jewellery, you will play an integral part of the team delivering the smooth functionality of The Gift & Coffee Shop provision for the duration of each scheduled shift. You will work in cohesion with other members of the Gift & Coffee Shop team.

General Responsibilities and Duties

- Meet, greet and serve customers and create a visitor experience that meets customers' expectations and builds customer loyalty.
- Process sales transactions including cash handling, refunds and wrap & pack.
- Link sell, advise on stock types, manage stock levels.
- Replenish and restock shelves and displays and ensure accurate stock rotation.
- Visual merchandising in line with brand standards.
- Prepare and serve beverages and refreshments to a high level of service.
- Prepare and serve our Coffee Shop, high quality food offering to customers e.g., soups, sausage rolls, cakes, paninis and sandwiches. This offering will be expanding over time.
- Follow procedures and compliance for food safety in line with HSE.
- Work as part of a team and positively contribute.
- Ensure that operational standards and cleanliness both in the main areas and back of house are maintained at all times.
- Process exchanges, communicate and resolve customer queries and complaints inline with our procedures.
- Be vigilant and deter potential shoplifters.
- Aid to develop interest in The Gift & Coffee Shop including advising customers about events and developments.
- Ensure The Gift & Coffee Shop checks and corresponding checklists are completed in a timely and effective manner.

- Follow Health & Safety Guidelines and ensure all Food Safety and Emergency Procedures are followed and complied with.
- Comply with Bawdon Lodge Farm policies, procedures and standards as set out in reference manuals provided. Liaising with the team regarding operational aspects.
- Undertake duties with regard to the Premises Licence.
- Report punctually for every shift, in complete clean uniform to undertake all necessary tasks.
- Undertake Health & Safety, Fire Training and First Aid training as requested in line with the Risk Management System of the Farm.
- Attend appropriate training sessions including Food & Hygiene Safety and allergy awareness. Coffee Shop training to be ongoing, including the development of new team members and refresher training as products develop.
- Undertake any other duties requested within the scope of the position.
- Flexibility to work in other areas of the business as requested.

Personal Specification

Essential

- Great communication skills.
- Customer service skills and knowledge.
- Front of house hospitality experience.
- Food and beverage preparation experience.
- High level of attention-to-detail.
- Good level of literacy and numeracy.
- Works well as part of a team.
- Enthusiasm to develop your skills and knowledge.
- Cash handling skills.
- Willingness to learn.

Desirable

- Basic Food Hygiene Certificate
- Retail Experience.
- Up-to-date knowledge of Health, Safety and Food Hygiene *

* Training will be provided

To apply please email your CV to hello@bawdonlodgefarm.co.uk