

## Experienced Gift & Coffee Shop Assistants at Bawdon Lodge Farm

### Vacancy Codes:

**Saturdays:- BLF001SAT**

**Sundays:- BLF001SUN**

**Both Days:- BLF001BOTH**

**Weekdays & Weekends – BLF001WEEK**

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

9am to finish – approximately 4.30pm-6pm (dependent on opening hours and events)  
(1/2hr unpaid lunch break per day)

Weekday Shifts are subject to availability in addition to working a weekend Shift. This will be discussed at the interview stage.

Contract: Zero Hour. Six month probation with Personal Development Plan

Hourly Rate - min wage per hour (or above depending on experience) + holiday pay and staff discounts on meals and retail products.

*Please note that these vacancies are for all year around. We are not currently looking to recruit for casual or term time only team members.*

### Gift & Coffee Shop Assistant

Reporting to the Shift Supervisor/Manager on Duty and in liaison with the Company Directors, 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.
- Clear tables and ensure visitor areas are kept clean and tidy.
- Wash and dry up, polish cutlery.
- Replenish crockery and cutlery at the counter.
- Replenish and restock shelves and displays and ensure accurate stock rotation.
- Take food out to tables as requested and engage with customers. Complete table check backs.
- Cleardown the back of house area at the end of shift as per cleardown guidelines.
- 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 Criteria**

- 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 Criteria**

- Basic Food Hygiene Certificate / Level Two Food Safety Certificate.
- Food preparation experience.
- Retail Experience.
- Up-to-date knowledge of Health, Safety and Food Hygiene \*

\* Training will be provided

## How to apply

Please email [hello@bawdonlodgefarm.co.uk](mailto:hello@bawdonlodgefarm.co.uk) with the following details:-

- Your up to date CV
- The vacancy code(s) that you wish to apply for
- An outline of your suitability to the role – please read the Essential Criteria for each role and ensure you meet this before applying.
- Your notice period / date you would be available to commence.
- Your availability for an interview (e.g. in the week / weekend)

Vacancy Live Date:- 26<sup>th</sup> April 2026. This vacancy will close in the event of enough applications being received.