



Coffee Shop Assistant

TITLE: Coffee Shop Assistant

DEPARTMENT: KOFI

REPORTS TO: Coffee Shop Manager

REPORTTEES: N/A

Ashton Gate Stadium is a unique sports and entertainment business with the core aim of providing integral support services to ensure the sustainability of Stephen Lansdown's sporting group of companies which includes Bristol Sport, Bristol City, Bristol Bears, Bristol Flyers Basketball and each of their respective community charities.

JOB PURPOSE

Our ideal candidate will be barista trained or have worked in a food and beverage outlet. They will have a passion for food and beverage and pride themselves on delivering an outstanding service to all our customers.

KEY RESPONSIBILITIES (KPIs)

- Prepare and serve hot beverages such as espresso, latte, flat white, tea and hot chocolate
- Clean and sanitize all work surfaces and equipment as well as service areas
- Check food and equipment temperatures
- Describe menu items to customers and upsell when appropriate
- Cash handling
- Prepare and serve hot and cold foods
- Follow open and close procedures
- Wrap, label and date food items
- Build relationships with customers and help create a friendly atmosphere in the coffee shop



Essential Skills

- Positive attitude
- Some experience in a customer facing role
- Ability to work on your own
- Able to work evenings and weekends for match days

Desirable Skills

- To be barista trained
- To have 1 years experience working in a similar environment

Training

i.e details of any on the job training - mentoring, coaching, apprenticeships, technical skills training, soft skills training

Health and Safety

- Responsible for ensuring all health and safety procedures are followed at all times, with relevant paperwork to support
- To ensure all employees complete their trained required to do their job
- Report all incidents and accidents as required
- To report any hazards detected
- To complete and review the risk assessments for the department

Equal Opportunities

We are committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

Safeguarding

Ashton Gate Ltd is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment.

£10 per hour

Role can be offered 16 – 30 hours per week

Wednesdays & Thursdays plus Match days (depending on agreed hours)

