

Job title	: Barista
Location	: Open Grounds Café, Millmead Centre
Reports to	: Café Manager
Working hours	: 1pm-5pm. Wednesday, Thursday, Friday, and Saturday. 16 hours per week.
Salary	: £9.00 per hour

Open Grounds: Vision Statement

“Our vision is to be a community space that cultivates friendship, celebrates diversity, and delivers a high-quality service to all our visitors“

Purpose of role

The post holder will be a professional barista who can produce hot beverages to a high quality, work to a high standard of operational service, and have excellent customer service. As a part of the team, the post holder will be one that models the values of the café in day-to-day operations. The postholder will also assist the daily preparation of the café operations and report to the Café Manager.

Key responsibilities and duties

- Have a good understanding of speciality beverages, including coffee and tea.
- Prepare and serve a variety of hot beverages with the use of provided specialist equipment, including a coffee machine and on-demand grinder.
- Be able to calibrate coffee beans to the right balance of taste, aroma, and body.
- Understand coffee culture and educate the community on coffee.
- Recommend beverages to customers based on their requirements and needs.
- Know what milk alternatives are available for the hot beverages.
- Describe menu items and suggest products to customers.
- Serve food products as recommended by the kitchen team.
- Know and be able to repeat the 14 allergens in each food.
- Understand the use of the till system and practise money handling.
- Learn the use of the pay-it-forward scheme and process gift cards via the till system.
- Clean and sanitise work areas to a high standard, including display plates and utensils.
- Welcomes and serves the community with excellent customer service.
- Ensure all service seating areas are sanitised regularly and kept in a clean state.
- Complete tasks to a high standard and with efficient speed.

Skills and qualities

Desired

- Holds a Speciality Coffee Association (SCA) qualification in barista skills or equivalent experience in barista coffee making and café industry.
- Understands the Speciality Coffee Flavour Tasting Wheel and identify the sensory qualities of excellent coffee.
- Hold a Level 2 or higher Food Safety and Hygiene certification.
- Enthusiastic, friendly, and professional attitude with high performance standards.