

Grounded Coffee Shop: Barista

Grounded Coffee Shop are currently seeking 2 part-time Baristas to be a part of something new and fresh.

Grounded Coffee is a new coffee shop founded by City Gates Church based in the heart of Ilford, with a great and diverse community base.

Our Baristas are the foundation of the coffee shop and take responsibility for each and every customer by providing excellent customer service. The aim is to provide a prompt, high quality and attractive product that meets Grounded's standards in a friendly, customer-centred way.

Recognising the diverse nature of Grounded's work, baristas are expected to be true professionals that fulfil any additional duties the Coffee Shop Manager or assistant assign, with a positive attitude at all times.

Ideal Candidate

- Be food and drink focused and be interested in current trends
- Experience of working with coffee either in a coffee shop, a deli or a market
- Be an excellent communicator
- Can do attitude
- Solution driven
- Ability to work under pressure and to tight deadlines
- Enjoys being 'hands on' and self motivated

Benefits

- Work life balance
- Free meals on shift plus discount at the coffee shop
- Free barista training and hygiene training

So, if you love coffee and are friendly and motivated then we're sure you'd be a great member of our team.

Job Type: Part Time (minimum of 15 hours / week)

Job Location: Grounded Coffee; City Gates Church, Ilford

Salary: £8.50 /hour

Experience:

- Customer Service (1yr Required)
- Barista (Desired)

Language:

- English (Required)



Grounded Coffee Shop

Coffee with a Conscience

Barista (Part-Time)

Grounded Coffee Shop is based in City Gates, Ilford and was established in 2016. Being part of the church means that we seek to build community by delivering a great service at all times.

In order to effectively express our values through the coffee shop we also believe that we must be excellent in every area of business. This means:

- Excellent Products
- Excellent Prices
- Excellent Customer Service
- Excellent Atmosphere

Key Job Responsibilities & Duties

- 1.Ensuring customer centred service by:
 - a.welcoming and connecting with every customer
 - b.responding to customer needs
 - c.promptly recognising customers with a greeting
 - d.explaining any service delays
- 2.Providing high quality beverages and products consistently for all customers by following cafe recipes and procedures.
- 3.Following health, safety and food hygiene standards and guidelines at all times
- 4.Following cafe policies and procedures for:
 - a.Merchandising, stocking, restocking, rotating and storing of products and supplies
 - b.Cleaning duties in all areas of operation
 - c.Personal appearance, professionalism, customer service, communication and team work
 - d.Cash handling and cash register procedures
 - e.Opening up and closing the coffee shop
- 5.Making an effort to learn about the cafe industry and current trends, particularly in the local area, to better address customer questions and inquiries.
- 6.Understand and advance Grounded's vision to build community by actively engaging in meaningful conversations with customers.



Person Specification

The role of a barista demands the following blend of skills and abilities.

Essential

- 1) Commitment to good customer service
- 2) Desire to learn and achieve excellence within the coffee industry
- 3) Strong interpersonal and communication skills
- 4) Ability to work successfully as part of a team whilst under pressure
- 5) Maintain a positive morale and professional attitude
- 6) Ability to handle multiple tasks at one time
- 7) Ability to take initiative when necessary
- 8) Willingness to work varied hours/days based on business needs
- 9) Ability to handle and lift items weighing between 0-50 pounds
- 10) Proof of eligibility to work in the UK

Desirable

- 11) Experience in customer service
- 12) Experience working in the catering or coffee industry
- 13) Food hygiene certificate



Details of any voluntary experience	
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Qualifications

Qualification:	Awarding Body:	Date:

Person Information

How would you describe yourself? <i>Include 3 strengths and 1 weakness</i>	
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What would you bring to this role?	
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What are your aspirations for this role and Grounded as a whole?	
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Is there any other information (<i>not included above</i>) that you would like us to know?
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Referees

Please provide below details of two people we can approach for a reference as part of the application process, one must be someone who has known you in a working capacity. A referee should have known you for at least 2 years, they should not be a family member, or a person with whom you live or share a flat/house.

Employment Reference	Employment Reference	Employment Reference
Title and Name	Email Address	Phone Number
Title and Name	Email Address	Phone Number

Additional Information

How many days have you been absent from work in the past 2 years?	
Has this included extended periods of absence?	Y N
If Yes, please state the causes of absence and dates:	
Signed	Date

NEXT STEPS

- Please return this form either by post to **25-29 Clements Rd, Ilford IG1 1BH** or via email to **grounded@citygates.london**
- The closing date for this application is **28/1/2019**
- We will review your application form and contact you if you are selected for an interview. This is an opportunity for you to meet the team and find out more about what we do. (NB: Please note that, whilst we appreciate all interest in our work, due to capacity constraints we are only able to respond to applications of individuals invited to interview. Thank you for your understanding.)
- We will take out references and complete a DBS check.