

Falcon Bowling & Social Club - Chelmsford

Job Description – Coffee Shop Assistant

Reports to/Line Manager: Company Secretary

Responsible to: Club Director

Job Purpose

The role of the Coffee Shop Assistant is to create a vibrant and welcoming atmosphere for all club members and visitors.

To prepare fresh food and drinks in a coffee shop setting whilst maintaining a high standard of service and customer care with a friendly and polite attitude at all times.

Key Responsibilities

Customer Service

- Use effective customer care skills to ensure the well-being of customers at all times
- Informing customers about menu items and special events
- Ensure and maintain good customer relations
- Taking food & beverage orders and entering them into the ordering system
- Report any issues that could affect the smooth running of the Coffee shop to their line manager immediately

Food and Beverage Preparation and Service

- Prepare and serve pastries, cakes, sandwiches and other snack foods as requested, to the clubs recipe and specification standards
- Prepare, cook and serve other food item as required and in line with club recipes and specifications
- Prepare and serve hot and cold beverages in line with club recipes and specifications
- Maintain appropriate Food Hygiene and Health and Safety Standards at all times

Stock management

- Receive and store stock, ensuring accurate booking in procedures
- Display shelves/fridges should be fully stocked with items available and must be replenished throughout the day, particularly after peak times
- Stock rotation must be adhered to at all times so that stock with the earliest sell-by date is at the front/on top of shelves so that customers use this stock first
- Report any stocks that are running low to their line manager so that these can be reordered

Personal Competencies and Qualities - Essential

- Excellent communication and customer service skills
- Excellent food preparation skills
- Ability to work well under pressure with high customer traffic
- Taking initiative and working well independently
- Attention and an eye for detail
- Flexible and works well with a team
- Well organised and able to prioritise tasks
- Punctual & reliable
- Trustworthy
- Willing to assist with a variety of different tasks and adapt to change
- Experience of working within a similar customer facing catering environment

Personal Competencies and Qualities – Desirable

- Experience of bar work
- A qualification in Food Safety
- A Barista qualification

About Us

We are a busy sports club with Indoor and Outdoor bowls and Padel Tennis facilities on site. We operate 364 days a year from early morning until late evening.

Benefits of the Role

- Pay £12.60 - £15.00 per hour
- Flexible shifts
- Free Uniform provided
- Free parking
- Pension scheme