

YOUR ROLE - HEAD BARISTA

- Full responsibility for maintaining the standard and cleanliness of front of house kitchen and area.
- Ensure that you provide a friendly, courteous, quick and professional service at all times.
- Aim to continuously improve the customer experience
- Have a clear understanding of customer expectations. Maintain and further enhance relationships within the immediate locality, namely residents, regular guests, repeat customers, hotel guests.
- Be aware of service skills and standards, ensuring these are followed.
- Have complete food and beverage knowledge of the products we sell. When unsure, ask.
- Work with your colleagues and create an open, friendly and supportive environment.
- Ensure that the company ethos is adhered to from top to bottom and both inside and outside the business.
- Have a complete understanding of the staff training pack sent out by Whitehouse

Communication & Duties

- Ensure all coffee, tea, hot chocolate and other hot beverage drinks, milk (and other milk substitutes) stock levels and daily orders are logged and orders made as required.
- Ensure the team are well trained in coffee making to the standards set out by Small Batch Coffee Roasters.
- Ensure Kitchen and barista area are cleaned to the standards set by Whitehouse and ensure team are trained in how to do so.
- **Financial Management**
- Ensure banking and cashing up procedures are adhered to.

Responsible for Front kitchen

- Customer experience must come first. Taking trays, helping on the floor and helping room guests are first priority for all staff.
- Daily list to be adhered to.
- You must have a keen eye and ensure entire kitchen is cleaned to a high standard. Walls, Floor, Surfaces, Fridges, Browning of crockery, and build up to be removed immediately (tea pots, cups, saucers, tea spoons, glasses, milk jugs, Smoothie jugs, blender, appliances, storage boxes, containers.
- All juice and smoothie prep to be made in accordance with how busy we are and only to be done when it is quiet or/ end of day if it is still busy on the floor. Do not leave floor short staffed if it is too busy to prep (unless necessary for an order.)
- Full daily orders to be written on white board daily.
- Full clear daily list to be in place and ensure the team are trained in how to read it and place orders.
- Stock organising and rotated and team have a full understanding on rotations. Milk, Juices, Cold drinks, Booze, Enviropac, Zenith all organised as they are used, empty boxes and rubbish to be disposed of accordingly
- Drinks to come out at a high standard set by the business, including smoothies, juices and hot drinks (Made to the same standard, garnished if required)