**Charlie & Ginger is an independent, Speciality Coffee House in Surrey. Now operating for 5 years we have been awarded a TripAdvisor Travellers’ Choice Award in recognition of our consistently good offering. We are looking for skilled individuals to help us maintain and improve upon this reputation.**

Bottom of Form

Our Baristas are fundamental to delivering the Charlie & Ginger experience. That’s because exceptional coffee is main reason why people walk through our door. Our Baristas are responsible for ensuring every coffee we serve keeps those customers coming back for more. To achieve this, they have the following key areas of responsibility:

* Delivering consistently exceptional coffee
* Dialling in of coffee equipment
* Producing every espresso based or filter coffee that is served
* Creating beautifully presented coffees
* Brewing teas and creating other hot drinks
* Quality control of each drink being served
* Cleaning & Maintenance of equipment
* Providing training to other team members or new starters
* Managing opens and closes of the shop & coffee area

You will also train as part of our Front of House & Service team. Our Service Team are the rock on which the Charlie & Ginger experience is built on. They are there to spread joy amongst our customers, make them feel welcome & comfortable by being attentive & delivering first class service.

To achieve this, FOH have the following key areas of responsibility:

1. **Welcoming customers & taking orders**

* Greeting each customer who walks through the door with a smile
* Providing details of our fantastic food & drink products when asked
* Listening to each customer’s requirements & accommodating for specific needs
* Encouraging customers to take & utilise our loyalty card
* Inputting customer orders into our till system
* Taking payment & handling money
* Relaying food & drink orders to the chef & barista respectively
* Saying thank you & goodbye as customers depart

1. **Serving each order to customers**

* Preparing food orders for takeaway & cold drinks
* Supporting the Barista by steaming milk for coffee at busy times
* Delivering food & drink orders to the customers table
* Enquiring with customers whether they are happy with their food & drink
* Feeding back to the Barista and Chef both positive and negative customer comments
* Clearing tables after customers depart
* Loading any used serveware into the dishwasher
* Making sure clean serveware is ready to go for the Chef & Barista

1. **Ensuring the shop always delivers that wow factor**

* Restocking empty displays and presenting customer facing items in a premium manner
* Keeping the counter area clean and tidy
* Ensuring that the customer areas: tables, chairs, floor & toilets are immaculate at all times
* Supporting the shift manager with closing down the shop on an evening when required

We have plenty of scope for progression within our team and are looking for candidates who are keen to develop their skills in the speciality coffee industry. We will support the right candidate with unlimited training and skills at Ozone Coffee Roasters in London plus develop other skills in house to support progression in to other areas of interest such as management/ cheffing/ training.

Job Type: Permanent, Full-time (30+ hours/week including minimum one weekend day a week)

Salary: £10.50-£13.00 per hour depending on skill level

Benefits:

* Additional leave
* Casual dress
* Daily free meal
* Employee discount
* Profit sharing
* Referral programme
* Sick pay
* Experience Required: minimum 1 year in other hospitality role