

JOB DESCRIPTION – CUSTOMER SERVICE ASSISTANT

TITLE:	Customer Service Assistant
REPORTS TO:	Café Manager
SALARY:	National Living Wage
HOURS:	Minimum 24 hours, within a 7-day shift rota
PRIMARY ROLE:	To provide excellent customer service through a welcoming, friendly and exemplary catering service to the customers in a fast-paced fun environment at Occombe Farm Café.
MAIN RESPONSIBILITIES:	<ul style="list-style-type: none"> • Offer a friendly welcome and greeting customers • Prepare drinks using a Barista coffee machine • Process payments using EPOS till, handling cash and card payments • Preparing individual orders • Promptly clearing and cleaning tables • Check fridge stock levels and replenishing as required • Stock rotation based on food 'end dates' • Deal with customer enquiries • Maintaining a high level of housekeeping in all areas of the café • Working within food safety guidelines at all times • Report health and safety hazards and incidents to a Supervisor or Manager • Support café kiosk and other Occombe Farm departments when required
OTHER:	<ul style="list-style-type: none"> • Some lifting, using equipment, exposure to varying noise levels.

TORBAY COAST AND COUNTRYSIDE TRUST

Person Specification CUSTOMER SERVICE ASSISTANT

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	N/A	H&S training Customer Service NVQ Catering NVQ
EXPERIENCE	<ul style="list-style-type: none">• Preparing drinks using a Barista machine• Previous customer service role in a similar fast paced environment	Previous catering experience Previous customer service experience
KNOWLEDGE	<ul style="list-style-type: none">• Basic food knowledge• Basic health and safety understanding	Food hygiene Allergen COSHH
SKILLS	<ul style="list-style-type: none">• Excellent customer care skills• Communication skills• Organisational skills• Ability to work as an effective team member• Numerate• Attention to detail	Operating tills
DISPOSITION	<p>Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.</p> <p>You will act as an ambassador for Occombe Farm.</p>	

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Occombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.