

FOH/Barista

e5 Poplar

Job Type: Full Time/Part Time

Reports to: General Manager/Shift Manager/Supervisor

Contract: Flexible

Hours: up to 40 hours per week

We want our coffee bar to be a relaxed and enjoyable place to work—where you can work alongside friends and feel supported. At the same time, we take coffee seriously. Each barista is expected to take ownership and pride in their work, delivering a service that is fast, high-quality, and friendly. Balancing camaraderie with professionalism is what will make our team and space special.

Key Behaviours

- *Lead by example: Set the standard through your actions and decisions*
- *Positivity: Maintain an optimistic outlook, inspiring others with your energy and enthusiasm*
- *Energy: Demonstrate enthusiasm, motivating others through collaboration and engagement*
- *Resilience: Rise to challenges, bouncing back from setbacks, through constructive criticism and mutual support.*

Key Responsibilities:

Customer Service & Sales

You will ensure high-level service and drive sales performance by executing established retail protocols:

- **Professional Conduct:** Greet all guests with warmth and professionalism.
- **Order Processing:** Take and process orders efficiently at the counter through Lightspeed POS.
- **Product Knowledge:** Answer customer questions about menu items, ingredients, or allergens confidently.

- **Issue Resolution:** Handle customer complaints or concerns professionally or escalate with a supervisor/manager when needed.
- **Product Knowledge:** Maintain strong knowledge of our baked goods, coffee, and seasonal offerings.
- **Display:** Keep all product displays clean, organised, and visually appealing.
- **Inventory Management:** Restock and rotate baked goods to ensure freshness and minimise waste. Promote best-sellers and introduce new products to customers.

Operational Flow & Compliance

You will execute all operational procedures to maintain efficiency and strict compliance standards:

- **Shift Execution:** Assist in opening and closing duties, including setup, cleaning, and restocking.
- **Cleanliness Standard:** Maintain cleanliness of the front-of-house area, including counters, seating, and self-serve stations.
- **Coffee Quality:** If assigned to a coffee machine, prepare drinks according to company standards and serve them carefully.
- **Food Safety & Hygiene:** Follow all hygiene, allergen, and cross-contamination protocols. Ensure personal hygiene standards are met and regularly sanitise high-touch surfaces.
- **Waste Management:** Dispose of waste in accordance with environmental and health guidelines.

Team Alignment & Communication

- **Cross-Functional Flow:** Work closely with all team members—FOH, kitchen, and KPs staff—to ensure seamless coordinated service.
- **Communication:** Communicate openly and respectfully with colleagues and management. Communicate any stock shortages, customer feedback, or operational issues to Shift Managers.
- **Culture:** Contribute positively to team morale and participate in team meetings and training sessions.

Essential Requirements

- *A minimum of 1 year in customer service/hospitality, barista skills highly desirable*
- *Friendly and welcoming*
- *Strong attention to detail*
- *A great team player*

Employee Benefits

- *Staff lunch, coffee and tea every day*

- *30% discounts at all of our locations*
- *Cycle to Work scheme*
- *Plus many more staff perks and discounts with local partners!*