

Barista/FOH

e5 Storehouse

Job Type: Part-Time

Reports to: GM/AGM

Contract: Permanent

Hours: approx 30 hours per week

Salary: £14.80ph + tips

The FOH team at e5 Storehouse is responsible for creating a warm and welcoming environment to all customers and museum visitors. Front of House work on a rota basis and are expected to do some weekend work. Weekly hours can be flexible and agreed with the general manager. As a barista you are part of the FOH team but have a specific focus during your shifts, additionally you assist the FOH.

Key Behaviours

- *Positivity:* Maintain an optimistic outlook, work together with your team members to create a positive work environment.
- *Energy:* Demonstrate high levels of enthusiasm and drive.
- *Resilience:* Adapt well to challenges, bounce back from setbacks, through constructive criticism and mutual support.

Key Responsibilities

Coffee Quality & Technicality

You will ensure operational command over the coffee bar, focusing on precise execution and uncompromising product consistency:

- **Preparation:** Grind, brew, and serve coffee and other hot drinks in strict accordance with established recipes, while noting customer preferences.
- **Equipment Maintenance:** Maintain all coffee equipment according to training protocols and promptly notify managers about any technical issues.

- **Inventory Control:** Notify managers about stock levels and inventory of beans, retail items, and materials.
- **Checklist Compliance:** Strictly follow all coffee shift checklists to ensure consistency and operational readiness.
- **Customer Engagement:** Engage with customers around our coffee varieties to promote product knowledge and enhance the experience when service flow permits.

Operational Support & Compliance

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

- **Customer Orders:** Prepare and run food and drinks to company standards and process orders in a professional manner (packaging, plating, serving).
- **Inventory Control:** Maintain inventory levels by promptly alerting management for restocking needs.
- **Shifts:** Execute the cafe opening setup and the cafe closing procedure.
- **Cleanliness & Hygiene:** Maintain the cafe cleanliness and strictly comply with food hygiene requirements and all company policies.

Customer Care and Support

You will ensure high-level service and professional conduct that aligns with the e5 brand:

- **Professional Conduct:** Greet and assist customers in a friendly, approachable way, maintaining a positive and professional attitude at all times.
- **Order Processing:** Take orders and process payments with efficiency.
- **Issue Resolution:** Handle customer inquiries and complaints in strict accordance with company guidelines.
- **Product Knowledge:** Confidently answer customer questions about menu items, ingredients, or allergens and be able to clearly explain product information.
- **Communication:** Ensure clear and open communication with other colleagues and respond timely to messages and emails.

Essential Requirements

- *1+ years experience working in a busy hospitality setting*
- *A strong knowledge of coffee and excellent barista skills*
- *Strict compliance with food safety, allergen management and quality control*
- *Reliable, punctual, and proactive with a strong work ethic.*

Employee Benefits

- *Staff lunch, coffee and tea every day*
- *30% discount at V&A venues*
- *30% discounts at all of e5 locations*
- *Cycle to Work scheme*
- *Plus many more staff perks and discounts with local partners!*