

**Barista – Front of House**

**Contract FTC – 2/3 shifts per week including alternate weekends**

**The Role**

The HLC front of house is responsible for providing a friendly, welcoming and efficient service to all visitors to the centre, in line with HLC’s vision and values on customer satisfaction. The main purpose of FOH staff is to serve teas/ coffees and food prepared in the café. Additionally, they will respond courteously to requests, play a part in the general running of the reception desk and help the Centre Manager to maintain a smooth bookings service as necessary. The role is part time (including weekends) and is hourly paid.

**Summary of responsibilities and personal duties:**

* To make and serve teas and coffees to customers; serving food as it is ready
* To ensure that all orders and payments are processed efficiently
* To assist in keeping the cafe area clean and tidy at all times
* To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience
* To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service
* To assist in dealing with any customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible
* Some food prep will be required, full training will be given.
* Some light lifting of food deliveries.

**Other responsibilities include:**

* To undertake general office duties, including correspondence, emails, filing and to ensure the smooth running of the reception area
* To report any maintenance, breakage or cleanliness problems to the relevant manager
* To administer the general petty cash system and float in an accurate manner
* To undertake any other ad-hoc duties relevant to the post as and when required.

**Skills and Attributes**

* Friendly, helpful, confident and engaging personality
* Efficient, ‘can do’ attitude
* Ability to remain calm during difficult situations or in a very busy environment
* Ability to work unsupervised
* Excellent interpersonal skills, including a pleasant telephone manner
* High standards of dress and presentation
* Good administrative skills and the ability to use email and booking systems
* A great team player.

**Physical demands**

* You should be physically fit as you will be on your feet for most of the day

**About Abbotshall HLC**

Abbotshall Healthy Lifestyle Centre is an exciting and welcoming neighbourhood hub in a creative corner of Catford in London. The centre is run by a small team of dedicated locals and volunteers and aims to provide an environment that, through physical activity, creativity, and connection, supports and celebrates healthy living for all in the Catford community. Our team lead the business with integrity, creativity, and passion.

The Abbotshall Healthy Lifestyle Centre charity is an Equal Opportunities employer. This means that when carrying out our work and in the employment of staff to undertake this work, we will seek to ensure accessibility and equity of treatment for all persons regardless of ethnicity, sex, age, marital status, disability, religion, sexual orientation, or economic status. #

We pay London Living Wage.