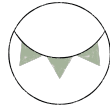


# APPLAUD

— coffee —

WE EXHIBIT EXCELLENCE | WE CARE FOR CUSTOMERS | WE CONTRIBUTE TO COMMUNITY



## COFFEE SHOP TEAM MEMBER

- Based at Applaud Coffee, Ipswich
- Starting date: Late August / September
- Approximately 33 - 42 hours per week
- Shift times vary but would be between the hours of 7.30am - 5pm Tuesday to Saturday
- Requirement to work Saturdays
- Available for occasional Sundays

## ABOUT APPLAUD COFFEE

We are a small, skilled, passionate and friendly team working to achieve our vision to be the best coffee shop in Ipswich - to create the best experience possible for our customers and a thriving workplace for our staff.

We are looking for someone who is passionate about quality food, drink and customer service. It's a busy workplace with a lot going on at once - the right character for this role is someone that enjoys creating a positive customer experience, keeps calm under pressure, enjoys the buzz of customer interaction and is able to plan and prioritise tasks, problem solving where necessary.

## ABOUT THIS ROLE

This position is perfect for someone that thrives in a busy and fast paced environment. It is a varied role and you will need to be able to turn your hand to a range of tasks.

You will work in the Kitchen as Lead and Assistant and will also have shifts as Front of House and Barista. You will take pride in the Applaud brand and embody the core values of Applaud to fulfil our vision to be the best coffee shop in Ipswich.

## POSITION

- Reporting to Director

## MAIN TASKS

- Embody the Applaud core values
- Deliver excellent customer service with an attention to detail
- Maintain an environment of cleanliness and ambience at all times
- High level of communication with team members
- Utilising the team by delegating tasks

## KITCHEN:

- Plan, prepare and produce food products of a high and consistent quality to tight deadlines
- Manage stock rotation, orders and supplies
- Baking Applaud cakes for the shop counter and external orders
- Perform general kitchen and coffee shop duties e.g serving, washing up and cleaning

## FOH:

- Creating a positive and welcoming customer environment
- Customer management and hosting
- Serving customers - taking orders, upselling, sharing product knowledge

## BARISTA:

- Producing high quality drinks in an efficient manner
- Keeping the retail shelves fully stocked

## SKILLS / QUALIFICATIONS

### Essential

- Numerate and literate

### Desirable

- Barista of speciality coffee
- Food Hygiene certificate

## PERSON SPECIFICATION

### Essential

- Experience in hospitality
- Confident and competent baker / cook
- Organised, efficient and able to prioritise
- Able to show initiative and work well under pressure
- Hardworking, reliable and honest
- Exceptional customer service
- Able to thrive in a busy and fast paced environment
- Excellent communication skills
- High attention to detail
- Energetic with a positive mindset
- Enthusiasm for and the ability to embody the vision and values of Applaud

## PHYSICAL REQUIREMENTS

The job is physically demanding. You will be required to stand for extended periods of time and to lift and carry stock to and from the basement.

## WHAT WE OFFER

- Training and professional development
- Any 2 drinks from the Applaud menu on shift
- Free coffee and tea off shift
- Free lunch on shifts of over 6 hours
- 20% discount on retail products

## HOW TO APPLY

If you think you're right for this role, we'd love to hear from you.

Please email [hello@applaud-coffee.co.uk](mailto:hello@applaud-coffee.co.uk) with 'Coffee Shop Team Member' in the subject line, along with your CV and a cover letter; telling us why you want to join Applaud Coffee and communicating your experience and suitability for the position to Beth / Hannah.

Application deadline: **Sunday 6 August 2023**

Interviews: **Wednesday 9 August / Thursday 10 August 2023**