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# COBBS FARM CO

THE BEST OF LOCAL & BEYOND

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## Café Assistant – Full Time

### Cobbs Farm Co

#### The Group

We aim to inspire, provide and produce the best of local and beyond. We are passionate about our food, coffee and great customer service. Established in 2007, the group now operates 7 farm shops with a combined turnover of nearly £8m. Our shops offer easy access to; fresh local produce and the best staple and culinary delights. Our flagship stores have a restaurant / café and Cobbs Farm Shop has its own production kitchen, which provides freshly made produce for the rest of our sites. The group continues to grow both at its established shops and with new shop openings, centred in South East England within the next few years.

#### The Job

To work as part of a small team selling and serving coffee, lunch and snacks with exceptional customer service at all times in a café set within Cobbs at Englefield.

- To offer excellent, efficient customer service that is friendly and welcoming
- To keep the café and servery to the required standards of cleanliness
- To take orders, serve them to the customers and clear away
- Operate the till and cash handling

#### What sort of hours will I work?

The role of café assistant is for full, up to 42 hours. We operate between 8.30am and 5.30pm so you must be flexible, a typical working day is up to 8 hours. We will sometimes have to increase these hours or days during busier times like Christmas, Easter and bank holiday weekends with extra commitment during non-term time months/ weeks. You will be expected to work some weekends; rotas will be given with a minimum of 2 weeks' notice.

#### What's the best bit about being a café assistant...

Your day is never dull, we ensure that all staff have a variety of jobs and roles every day. You will get to work with amazing food and coffee and have opportunities to learn and understand the different aspects of our café. We like to make work fun, but productive.

#### What skills do I need?

- Excellent communication both verbal and written
- Ability to work as part of a small team
- Confidence in dealing with members of the public face to face and by telephone
- Desire to 'go the extra mile' in serving the customer with an approachable and friendly manner
- Fast thinking and the ability to react to changes in customer volume during the day
- Excellent organisational skills and ability to prioritise tasks

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## What qualifications / experience do I need?

Useful, but not essential, qualifications/experience include:

- Health and safety and food hygiene certificates
- Experience within a similar environment

## Who would it suit?

The role would suit a person who is not shy of hard work and enjoys having variety in their day. It's also perfect for a passionate foodie who cares and enjoys working with customers.

## What we offer:

- Outstanding development opportunities
- A generous discretionary quarterly bonus scheme (subject to certain targets being met in the business)
- 5.6 weeks holiday a year
- Pension scheme
- Discount on all your shop purchases of 10% and food in the café of 50% (even when you're not working!)
- Dedicated and accredited training and development platform to encourage career growth through the company
- Company uniform- aprons and name badges
- Most importantly, you'll be joining Cobbs Farm Co, we have fun and look after each other