

Customer Service Assistant – Torbay Coast and Countryside Trust

Salary: National Living Wage (21yrs or over)

Hours: Minimum 24hrs per week on a rota basis

Status: Permanent

Location: Occombe Farm, Paignton

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. By being apart of the catering team you are directly helping to support this amazing Charity.

We are seeking to hire a Customer Service Assistant working within our many catering outlets to provide exceptional service to the customers at Occombe Farm Café.

The Customer Service Assistants will report to the Café Manager.

As Customer Service Assistant you will:

- Welcome and greet customers
- Prepare drinks using a Barista coffee machine
- Process payments using EPOS till, handling cash and card payments
- Preparing individual orders
- Promptly clearing and cleaning tables
- Check fridge stock levels and replenishing as required
- Stock rotation based on food 'end dates'
- Deal with customer enquiries
- Maintaining a high level of housekeeping in all areas of the café
- Working within food safety guidelines at all times
- Report health and safety hazards and incidents to a Supervisor or Manager
- Support café kiosk and other Occombe Farm departments when required

What we offer:

- Free parking at all Trust car parks
- Relevant online and in-house training
- Staff discount in Trust operated café and shops

What are we looking for?

- Friendly and approachable personality
- Ability to work efficiently in a fast-paced environment
- Strong customer service skills
- Attention to detail and cleanliness
- Ability to multitask and handle various duties such as clearing tables and preparing for new customers
- Good Communication skills
- Reliability and punctuality
- Willingness to work flexible hours, including weekends and holidays
- Previous experience in a café or similar setting
- A strong understanding of food safety
- Basic health and safety understanding
- Ability to work as an effective team member

If you have a passion for providing excellent service and enjoy working in a fast-paced fun environment, we would love to hear from you.

Please send your CV and covering letter to: jobs@countryside-trust.org.uk.

Closing date: Wednesday 14th August 2024, 5pm

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Occombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.