



Coffee & Co., 64 Reform Street, Dundee DD1 1TF

Telephone: 01382 217864 Email: info@coffeeandcodundee.co.uk Website: www.coffeeandcodundee.co.uk

Coffee Shop General Assistant Job Description

This job description is intended as a guideline; tasks may vary according to the requirements of the customers and managing director.

1. Job title – coffee shop general assistant.
2. Reports to – coffee shop manager.
3. Job purpose:
 - a. Making coffee (barista duties).
 - b. Selling coffee and snacks.
 - c. Support the coffee shop manager in the day to day running of the coffee shop, for instance preparing/serving coffee and food, operating the till and credit card machine, cleaning the food preparation and customer areas (including toilets).
 - d. Support the coffee shop manager to create and maintain an ambience and environment in accordance with the vision of the managing director.
4. Health and safety:
 - a. Comply with the coffee shop allergen guidelines.
 - b. Abide by the coffee shop Health and Safety Risk Assessment.
 - c. Record any workplace accidents.
 - d. Notify the coffee shop manager of any 'near miss' incidents.
5. Hygiene:
 - a. Ensure the coffee shop customer area is maintained to a very high level of cleanliness and hygiene (including toilets).
 - b. Abide by the coffee shop HACCP plan.
 - c. Notify the coffee shop manager of any hygiene related incidents.
6. Stock:
 - a. Notify the coffee shop manager of any stock requirements.
 - b. Manage the delivery and receipt of stock.



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7. Maintenance:

- a. Report any machine or building problems to the coffee shop manager.
- b. Perform emergency maintenance procedures, for instance turn the water off and isolate electrical supplies.

8. Follow company cash handling procedures.

Coffee Shop Assistant Person Specification

Customer related – the ideal coffee shop assistant will be friendly and understand the importance of customer service and hospitality. They will be willing to go out of their way to help customers.

Drive – confident and able to use their own initiative to maintain customer satisfaction. Willing to learn, flexible and adaptable and go that extra mile.

Qualifications – no formal qualifications required though the assistance must be numerate and confident in using standard retail equipment, for instance tills and card processing machines.

Experience – experience of working in a coffee shop or other customer facing role is preferred but not essential.