



JOB DESCRIPTION

Post: Barista

Department: Tate Eats

Reporting to: Hot Beverages Manager, FOH Managers and Supervisors

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

The Department: **Coffee by Tate** - *The Roastery at Tate is a diverse and innovative Specialty coffee space situated within the historic grounds of Tate Britain. Home to Tate's Gender Equality Coffee Project (GEP) and Slot Roasting Collective our WWII Nissen Hut Roastery is a vibrant community-led non-profit business that helps fund Tate Gallery and champion coffee producers and professionals of all genders throughout the coffee value chain. We also host a collective of slot roasters who lease out our Probat roaster and expertise, offering roasting space and training for enthusiasts and professionals to create bespoke, affordable and accessible roasting solutions for their businesses.*



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Job: Contribute to Tate Eats' aim to deliver exceptional service by preparing and serving impeccable hot and cold beverages and helping to maintain a welcoming, clean and safe environment.



Main Duties and responsibilities:

- Prepare and serve coffees and other hot and cold beverages as per customer orders and beverage orders from servers, consistent with Tate Eats standards.
- Provide a friendly and courteous service to all customers
- Update own product knowledge to confidently describe coffee and tea choices and provenances
- Maximise sales through up-selling and suggestive selling
- Communicate customer complaints or concerns to the manager on duty
- Record and accurately process orders using the POS system
- Accept customer payments, process credit card and cash payments accurately
- Operate coffee making equipment, ensuring the hot beverage operating standards and procedures are adhered to
- Report all equipment problems and bar maintenance issues to a supervisor
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas
- Routinely clean and maintain equipment including grinders. Back flush espresso machine, maintain a clean steam wand and regularly clean baskets, portafilters and shower screens
- Dial new coffees and make regular grinder adjustments throughout service
- Set up and break down the bar to standards set by Tate Eats
- Participate in regular stock takes and ensure stock is ordered effectively
- Ensure that deliveries are correct and received in accordance with company procedures and that the security of stock is maintained and waste minimal
- Adhere to and take ownership for the correct completion of checklists
- Ensure all relevant legislation is adhered to such as food hygiene, licensing regulations and health and safety, including all relevant risk assessments, acting as necessary to adhere to these
- Perform any task pertinent to the operations as directed by the Manager

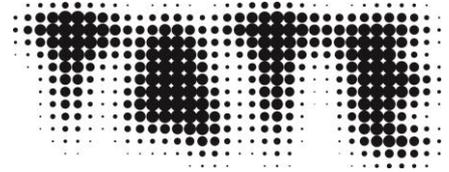
The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role



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Person Specification

Experience, skills and competencies

Essential:

- Previous proven experience as a Barista
- Great knowledge of and enthusiasm for different coffees
- Working knowledge and understanding of espresso and filter extraction
- Demonstrate ability to clean and maintain coffee equipment including grinders and back flushing espresso machine
- Ability to dial new coffees and make regular grinder adjustments
- Consistently produce high quality micro foam and latte art to the required temperature
- Experience of preparing and co-ordinating food orders
- Excellent customers skills, demonstrating actively listening and adaptability
- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Professional attitude and appearance at all times
- Ability to work at pace, under pressure and unsupervised at times
- Can act as a positive role model to new and existing members of staff
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Has an appreciation of health & safety, food hygiene and COSHH regulations and policies
- Some understanding of how costs are controlled and waste minimised
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend your shift on your feet
- Prompt timekeeping and good time management
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate
- Open to feedback from others

Desirable:

- Active interest in specialty coffee
- Experience gained in a Speciality Coffee Shop
- SCAE accredited training
- Awareness of the requirements of Food Allergen Regulations



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