



## JOB DESCRIPTION

**Post:** Barista  
**Department:** Tate Eats  
**Reporting to:** Head Barista, Catering managers and Supervisors

**The Company:** *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to Eats for special events being held by Tate's corporate sponsors.*

*Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.*

**The Department:** *Coffee by Tate is proud that all of our coffee is roasted onsite at Tate Britain and each batch is carefully hand crafted to perfection by our team.*



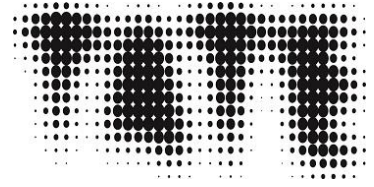
### **The Disability Confident Scheme**

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 in the Café
- Update own product knowledge to confidently describe coffee and tea choices and provenances
- Maximise sales through up-selling and suggestive selling
- Preparing and co-ordinating food orders when required
- Provide excellent, adaptive customer service
- 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
- 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 Tate's management of health and safety standards
- Perform any task pertinent to the operations as directed by the Manager
- 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

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

## Person Specification

### Experience and skills

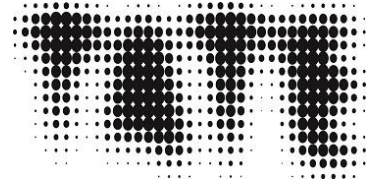
#### Essential:

- Previous proven experience as a Barista



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- 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 customer 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
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- 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
- An interest in the aims, services and products of Tate Eats

### **Desirable:**

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

### **Key Competencies**

- Is passionate about own contribution to Tate
- Carries out role with honesty and integrity
- Maintains performance under pressure
- Participates positively and fully in the team
- Able to engage with people from all levels and backgrounds
- Supports Tate's Diversity and Inclusion policy in all of their activities
- Has a 'can-do' attitude
- Contributes ideas
- Open to feedback from others



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