



# Job Description – Barista

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What better place to sit down and have a relaxing cup of coffee than in one of our bookshop cafes? We are keen to find the best baristas to help promote a comfortable environment, serve excellent drinks and food and deliver outstanding customer service.

## **Job Purpose**

Being a barista isn't about waiting for customers to come to the counter and serving them what they ask for. It is about talking to them, engaging with them and making sure they want to return time and time again. To help you become a fantastic barista we have created the following competencies which we need all our cafe team to consistently deliver:

### **Deliver Great Customer Service**

You prioritise customers above everything else and always deliver a professional and high level of service. You understand the impact of delivering great customer service and how it relates to the success of your cafe and the wider business.

### **Ensure the Café maintains High Standards**

You deliver excellent cafe standards which entice our customers to make a purchase whilst ensuring we are compliant and safe. You understand that the merchandising and ambience within your cafe should create a welcoming environment in which customers can enjoy a relaxing break.

### **Deliver the Commercial Offer**

You demonstrate commercial business sense in every decision and action, understanding your own contribution and ensuring that individual and cafe goals are driving long-term profitability.

### **Show a level of Commitment**

You drive your own personal and career development, inspiring a passion for learning and being able to give and receive feedback. You promote a willingness to learn and share knowledge with others.

### **Be Flexible and show your Initiative**

You focus on goals and objectives, showing the determination to make things happen, even when under pressure. You can manage time, priorities, commitment and motivation. You are committed to delivering results and taking actions to overcome obstacles and seek solutions. You show resilience when things don't go as well as expected.

### **Love our Products and want to learn about the Industry**

You have a desire and passion to share our products with customers and colleagues. You understand all relevant aspects of your cafe as well as the wider business and hospitality industry.

### **Be part of the Team**

You demonstrate integrity and personal credibility, and the right behaviours, skills and knowledge to fit the culture of Waterstones. You understand the importance of working effectively as a team and you help others to develop.

## Core Processes

There are several processes that we will expect you to be able to carry out in the course of your job such as working on a till and being able to deliver all the café operational requirements - training will be provided to ensure compliance and a high standard of work. Diligent attention to detail will be required to complete these daily processes.

## What is Waterstones looking for?

We will need you to be able to demonstrate the following:

- A real passion for coffee and books
- Previous experience working in a café environment
- Outstanding customer service skills
- Willingness and ability to work as part of a team
- Good communication skills
- Good command of English (speaking, reading, writing)

## What's in it for me?

If you do have a passion for coffee and books, then you will love this:

- The opportunity to have a rewarding career with Waterstones
- 50% staff discount on books both in the shop and online
- Discounts on other items we sell such as gifts, cards and anything in the cafe
- Access to the Waterstones plus card giving you early insight into the great new books before they are published
- The opportunity to read our Books of the Month and share our enthusiasm for these titles.
- 28 days holiday (including public holidays)

## How do I apply?

All our vacancies are advertised either instore or online - just visit [www.Waterstones.com/careers](http://www.Waterstones.com/careers)

You will need to ensure you have a current cv stating why you want to work at Waterstones, and the hours you are available.

## What will Waterstones do with my data?

For details of our privacy policy please follow this link here