



CSA JOB DESCRIPTION

JOB TITLE: CUSTOMER SERVICE ASSISTANT (CSA)

LOCATION: STORE, IN PERSON

REPORTS TO: STORE SUPERVISOR/STORE MANAGER

PAY: £8.00-12.71 PER HOUR

HOURS: FLEXIBLE HOURS REQUIRING WEEKDAY, WEEKEND AND EVENING SHIFTS

JOB DESCRIPTION

Ground Espresso Bars was established in 2001 in Coleraine, Northern Ireland, and since then we have grown across the UK and Ireland. We are a family-owned and operated business, serving great coffee and eats in our coffee shops. It is our mission to provide a haven for our customers where comfort, friendship, happiness, quality and ethics become synonymous with our name. We're looking for a great team player, with a bubbly personality and a good work ethic, to promote the company's mission.

YOUR ROLE WILL INCLUDE THE FOLLOWING DUTIES:

- Barista duties – making and serving hot drinks to standard.
- Food preparation – ensuring you follow guidelines.
- Kitchen duties – clearing tables and operating the dishwasher.
- Daily cleaning duties – including keeping store, kitchen, toilets and shop front clean and tidy at all times.
- Serving customers in a warm and friendly manner.
- Respond to customers' needs/complaints/feedback and engage with every customer.
- Cash handling – operating touch screen tills to process orders.
- Follow all policies – Health & Safety, HACCP and COSHH.
- Stock handling and knowledge of products for sale.

SKILLS

Don't worry if you haven't had a job before. We're looking for a friendly person who is enthusiastic and willing to learn new skills.

Customer service

Teamwork

Barista skills

Communication

Time management

Cash handling

BENEFITS:

- Company pension
- Discounted or free food