

# **THE FOREST BAKEHOUSE**

## **FRONT OF HOUSE JOB DESCRIPTION**

### **JOB SUMMARY**

We are looking for an enthusiastic foodie to join the Front of House team on Friday and Saturdays, initially for the busy coming Spring/Summer months. You will be passionate about local food be able to provide excellent customer service and to help further the aims and values of the Forest Bakehouse.

### **DUTIES AND RESPONSIBILITIES**

- Having an awareness of the great quality ingredients used at the Bakehouse and the importance of organic and regenerative farming. Sharing your passion and understanding of the Bakehouse products with customers
- An understanding of the long fermentation processes implemented at the Bakehouse and the benefits that this brings
- Daily setting up of the shop front with freshly baked products. Taking orders and putting up orders ready for collection
- Keeping areas clean, tidy and well organised. Ensuring great display at all times and correct labelling
- An ability to serve great coffee – Barista skills and passion are very important. Training will be provided.
- Taking orders via social media, email and telephone. Documenting and filing appropriately and liaising with bread and pastry team accordingly
- Always communicating with customers to ensure they have the best customer experience when they visit
- Promoting the cooperative ethos and good relationships with local producers and suppliers
- Maintaining efficiency during times of high demand and requesting support as necessary
- Active and creative involvement in marketing and social media
- Maintaining an awareness of company health and safety policies and procedures, and contributing to risk assessment
- Handling customer queries regarding allergens
- Handling transactions and cashing up duties, banking takings

- Bringing your thoughts and ideas to the Bakehouse encouraging creativity, growth and best practise
- Be flexible and willing to learn new skills in order to work in other areas of the bakery
- The Forest Bakehouse is a developing business and further responsibilities and opportunities may emerge

## **HOURS OF WORK**

The hours shall range within 7am -3pm. 2 days a week. Friday and Saturday. 12 hours. This role will initially be for cover during the busy Spring/Summer period.

As the bakery experience periods of high demand, you will be required to work during festival periods, school holidays and half terms on a rota basis.

We are A Real Living Wage Employer.

## **CLOSING DATE FOR APPLICANTS**

Closing Date Friday 28<sup>th</sup> March 2025

Interviews Date Tuesday 1<sup>st</sup> April 2025

To apply please send us a up to date CV along with a covering letter, explaining why you would like to work with us at The Forest Bakehouse.

Our email address is [info@forestbakehouse.co.uk](mailto:info@forestbakehouse.co.uk)

Please feel free to pop in or phone the bakery and speak to Chris for further information.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Education and training</b>	GCSE Maths and English	Hospitality qualification
<b>Experience</b>	At least 6 months experience of working in a café or retail environment	More than 6 months experience working in a café or retail environment
<b>Skills</b>	Excellent communication skills  Good cleaning and washing up skills	Good merchandising skills  Barista trained
<b>Work methods</b>	Tidy working methods Copes well under pressure	Good at multitasking
<b>Knowledge</b>	Handling cash and use of tills Awareness of basic food hygiene requirements	An awareness of the ethos of the Forest Bakehouse Knowledge of the benefits of sourdough bread
<b>Personal qualities</b>	Reliable and hardworking Friendly and personable Team player	Able to take initiative
<b>Travel to work</b>	Full UK Drivers licence	
<b>Availability</b>	Willing to work as needed throughout busy periods, such as Saturdays, holidays and half terms	