

## MerseyMade Barista Job Description

**Pay Scale:** 18 to 20 £6.56 per hour (National Minimum Wage)  
21 to 22 £8.36 per hour (National Minimum Wage)  
23 to 24 £8.91 per hour (National Minimum Wage)

**Hours of work per week:** 25 hours minimum (this may increase depending on the needs of the business)

### Job Overview

Role of a barista at MerseyMade.

MerseyMade is a creative hub, which is made up of a shop / café / 10 artists' studios / event space.

Role of a barista would be that of a valued team member, whose role is to make drinks and serve food and drink to customers who are eating in our Gordon Smith Café, Events Space or as a takeaway, all made and sourced where possible from the Mersey region.

### Reporting to

Café Manager and Managing Director of MerseyMade

### Key Responsibilities

- Make and serve drinks as per customer orders
- Welcome customers and take orders for food and drinks, process the orders through the till point accurately and ensure correct payment is taken
- Follow the correct food safety, health and safety and lifting and handling guidelines
- Answer customer queries relating to the menu, the ingredients and recipes
- Maintain full knowledge of the ingredients used to ensure correct allergy information is relayed to the customer as required
- Deliver drinks and food orders to the customers
- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Clear and clean any used tables swiftly ready for the next customer
- Serve cake orders, ensuring the correct presentation
- Cleaning and restocking the cafe counter as required throughout the day
- Cleaning the cafe seating areas as required throughout the day, and ensuring a high standard of cleaning is completed at the end of every shift
- Process all used tableware and glassware through the dishwasher
- At the start and end of the day, setup the café tables / chairs / planters outside of the main door

- Support the shop area as required, have a basic knowledge of the products on offer, and where certain products are displayed to better help customers with their enquiries
- Support all other staff where required to ensure the smooth running of the shift throughout the entire business and remember we are a team

### Key Skills and Person Specifications

- A person with an interest in helping others
- A friendly person who has strong communication skills – both listening and speaking
- Confidence in making hot and cold drinks
- Someone with high standards of presentation and punctuality
- Ability to maintain a high level of hygiene and cleanliness in the restaurant area
- Works well under pressure
- Good planning skills
- Ability to multitask
- Ability to show initiative
- Team player

### Key Experience

- Required experience In preparation of hot and cold drinks, including a range of coffee, soft drinks, and alcohol
- Welcoming customers, taking their orders, and processing them through a till with cash and card payments
- Experience welcoming customers, clearing, and cleaning tables
- Making sure the premises and equipment are always clean and tidy.

### Location

MerseyMade  
Unit 2, Chancery House  
98 Paradise Street  
Liverpool  
L1 3HJ

MerseyMade aims to be an equal opportunities employer and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.



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