

Job Description and Person Profile

Business / Support function	Retail
Job title	Customer Services Assistant - Insomnia Barista
Grade	N/A
Job family	Business Operations
Reporting to (job title)	Store Manager/Team Leaders
Number of direct reports	Nil
Number of indirect reports	Nil
Budget responsibility	Nil
Contacts	Colleagues and customers

a) Job purpose
To provide an essential part of the store's frontline customer service, including the highest standards of customer care and the promotion of Co-op Values and membership through understanding member benefits and Society activities.
b) Key accountabilities
Excellent customer service and working effectively in a team. See attached Insomnia Barista Job Specification
c) Main responsibilities
<ul style="list-style-type: none"> • Provide a friendly, knowledgeable and efficient service to customers and colleagues, demonstrating high standards/awareness of health and safety, personal appearance and store operating standards. • Be required to undertake primary duties focusing on a specific section, namely Insomnia Café • In supporting the team with these activities, you will be encouraged to develop a range of skills and may from time to time be asked to share the skills with others to assist their development. • If duty management validated: to undertake duty responsibilities as required and directed. • To undertake any other ad hoc duties or projects as requested by the reporting manager

d) Measures of performance	
As a Customer Service Assistant your performance will be measured in the following areas:	
<ul style="list-style-type: none"> • Section performance. • Availability, quality, freshness and cleanliness of the section. • Customer service standards and dealing with customer complaints. • Compliance with legal obligations and Society policies. • Product knowledge. • Your contribution to store sales, leakage, cost control and the standard of presentation 	
e) Person profile	
Essential qualifications	Desired qualifications
Essential experience	Desired experience
	<ul style="list-style-type: none"> • Experience in a customer facing role • Experience of working as part of a team
f) Competencies / behaviours	
<p>Future Direction</p> <ul style="list-style-type: none"> • See the bigger picture • Challenge, change and improve • Make effective decisions <p>Engage People</p> <ul style="list-style-type: none"> • Lead and communicate • Collaborate and partner • Build capability <p>Deliver Results</p> <ul style="list-style-type: none"> • Customer focused ways of working • Individual accountability • Agility and reactivity 	



INSOMNIA BARISTA – JOB SPECIFICATION



Our Baristas are passionate about great coffee and exceptional customer service. As a Barista, you'll love to deliver a perfect cup of coffee to every customer. When you're not serving customers, you'll balance your time by keeping our cafe beautifully clean and well merchandised with our product range. You'll be a great team player and contribute to creating a friendly, vibrant and welcoming environment for our customers.

No two days are ever the same in our cafes and you'll find the environment fast paced and fun. You'll have an amazing mix of customers and colleagues to brighten your day as you master your coffee making and barista skills.

Insomnia Baristas have a minimum of six month's coffee experience. If you have less than six month's coffee experience, we will place you on a Trainee Barista role and you will receive extra training and coaching to develop your coffee skills. After a successful probation period you will be moved onto the Barista level. The duties of a Trainee Barista are the same as a Barista.

A typical day / week

- Mastering and crafting your coffee skills with the aim of always delighting our customers.
- Greeting customers with a friendly smile and engaging chat to brighten up their day. Getting to know their preferences and ably recommending products they might like.
- Developing a strong knowledge of our beverage and food range.
- Listening attentively to customers orders and entering the details and payment into the till with care.
- Thanking your customers when you hand over their orders.
- Keeping the shop well merchandised and beautifully clean and organised, behind and in front of the counter, the shop floor, customer and team toilets.
- Being a great team member with a positive attitude and always ready to lend a hand when needed.
- Getting involved in store events and staying up to date on what's happening in Insomnia.
- Always working within the framework of Company procedures and policies and being particularly vigilant with our Health and Safety guidelines.

How you'll do this? It's all about the perfect blend

Insomnia Coffee is one of Europe's largest premium coffee chains. We've come a long way since opening our first Cafe in the West of Ireland and we put our success down to having the best café teams in the industry. We have one simple philosophy - that our customers will get the perfect cup every time they visit us - and we have 5 big values that keep us tuned in to what Insomnia is all about:

Central England Co-operative

1. **Customer Service:** Always keep your focus on excellent customer service. Put yourself in our customers shoes and strive to exceed their expectations.
2. **Quality:** Every new Barista receives 40 hours of dedicated training to make sure they deliver a consistent level of quality product and service to our customers.
3. **Innovation:** Bring your fresh ideas and thinking to work and welcome feedback and suggestions from your team mates and our customers.
4. **Personality:** Insomnia is a fun and vibrant business and we hire people to fit in well with our culture. Bring your best self to work each day and contribute positively to a great work environment.
5. **Be Kind and Respectful:** Treat others as you want to be treated yourself, whether that's customers, colleagues, suppliers or members of the public. When someone is having a bad day, a simple friendly smile can make a world of difference.