

Part time, Seasonal Coffee Shop Work

Minimum age 17 years. (School leavers aged 16 years may apply)

What type of business is Rays Farm?

We are a Farm Attraction and our aim is to provide a safe, educational, enjoyable day out, amongst animals and nature, for all ages of visitors.

Where will I be based?

Rays Farm Coffee Shop, Billingsley, Bridgnorth, Shropshire, WV16 6PR

What am I responsible for?

We are looking for the suitable individual to:

- Provide customer service in Rays Farm Coffee Shop and Gift Shop.
- Take orders, serve hot and cold food and drink to customers.
- Handle cash, use cash register and process electronic payments.
- Keep all areas clean, tidy and safe. Clearing tables and washing up. Daily/regular cleaning and checks of Coffee Shops, Gift Shop, School Room and toilet block.

What are the key tasks?

- Serve hot and cold food and drink.
- Clear tables and wash up.
- Serve in Gift Shop, and restock as necessary
- Complete all cleaning duties required in a timely manner (i.e in Kitchen, Gift Shop, Tea Rooms and Toilets).
- Work as an effective member of a team
- Deal with any concerns or complaints from customers in a positive and proactive manner, and directing these complaints to the Manager.
- Interact with customers in a pleasant, well-mannered way. To take customer orders accurately and serve food efficiently.
- Adapt to a fast paced and changing environment.
- To work under the supervision of the adult on duty
- To comply with Health & Safety requirements
- To adhere to all organisational policies and procedures.

What are the required days and hours?

- Approximately 4-5 hours every Saturday and Sunday, during local school holidays and Bank Holiday Mondays.
- Our main season is from April to end of October 2021.
- Work is also required some weekends in December.
- Rate of pay dependent on experience.

What skills, qualities and experience do I need?

We are looking for people who:

- Have a pleasant, entertaining personality, who can enthusiastically engage with visitors and talk knowledgeably about Rays Farm
- Work on own initiative and as an effective member of a group.
- Have a willingness to undertake training.
- Have a personal interest in Rays Farm and work in the leisure/tourism industry

What support and training will I receive?

- We will provide full training, support and equipment to employees working in our Coffee Shop/Gift Shop. You will need to partake and be successful in an interview and trial and have completed a site induction before you start.

What will Rays Farm expect from me?

- To follow our policies/procedures relating to the health and safety of visitors and staff at Rays Farm (e.g. basic food hygiene is desirable).
- To work in a flexible manner and adapt to fast changing circumstances
- To be well organised, hardworking and have good communication skills
- To be of a friendly and helpful disposition and deliver excellent customer service
- To be reliable in attendance and dependable.
- To help us maintain the highest standards of service at the site
- To maintain good working relationships with staff, other volunteers and members of the public
- To attend appropriate training sessions
- To safeguard confidential information about Rays Farm and let us know about anything relating to your role or the work of Rays Farm that you think might be controversial.
- To wear Rays Farm uniform, and return this once your employment with us has ended.
- **NB:** Own transport is essential (there are no bus/train services near Rays Farm – we are 7 miles from the nearest town). Full, clean driver's license is desirable.

What can I expect from Rays Farm?

- A welcoming and enjoyable experience.
- Be treated fairly and with respect.
- A full induction with on-going support.

What next?

- If you are interested in applying for this position, download the relevant Job Application Form on our website and complete. Please email this document and your CV to info@raysfarm.com or post to Rays Farm Manager, Rays Farm, Billingsley, Bridgnorth, Shropshire, WV16 6PF
- If we would like to take your application further, we will be in touch to organise an interview and trial.
- Applications close 3rd May 2021.
To start as soon as possible.
- For further information, please call Abbie on 01299 841255 option 6.

Thank you for your interest in working at Rays Farm.