



Full-Time Front of House

- **Position:** Full-Time Staff
- **Location:** The Nook, Main Square, Abernethy
- **Hours:** Between 8:30 AM – 4:30 PM, Tuesday to Sunday (closed Monday)
- **Wage:** £12.00 an hour

About The Nook:

We're a brand new family-run coffee shop in the heart of Abernethy. Our focus is on creating a warm atmosphere, amazing coffee, delicious home baking and hearty food for our customers. Our menu includes a mix of breakfast items, lunch, deli items, home baking and a separate kids menu.

The Role:

We are looking for an enthusiastic, hardworking and dedicated Full-Time Front of House/ Supervisor to join our team. As the face of our coffee shop, you'll play a key role in creating a memorable experience for our customers and team members, all while ensuring a high standard of service. Whether you're taking orders, serving food or simply offering a warm smile, your contribution will help make our new coffee shop and larder a special place.

Responsibilities:

Customer Service

- Handle customer inquiries and provide excellent customer service.
- Take customer orders accurately and efficiently.
- Upsell additional products or menu items.
- Maintain a high level of knowledge about food and drink offerings, suppliers, and the business.
- Notify the Director/kitchen/team of any compliments, queries, or complaints received.

Operational Support

- Assist in the daily running of the coffee shop & larder, incl. setup and close down.
- Record and notify the Directors of all deliveries and stock transfers.
- Maintain required records for stock, orders, food diaries, waste, fridge/freezer. temperatures, food temperature checks, and staff training.
- Liaise with suppliers and order replacement stock when necessary (as agreed with the Director).

Food & Beverage Preparation

- Prepare and serve a variety of hot and cold beverages.
- Operate espresso machines, grinders, and other coffee equipment.
- Follow recipes to ensure consistency in beverage preparation.
- Assist with food preparation and presentation as required.
- Prepare and display cooked and pre-packaged foods to maximise catering sales.

Stock & Display Management

- Replenish and rotate stock in display units and fridges according to food safety guidelines.
- Check stock levels and flag low stock items.

Cleanliness & Safety

- Ensure all areas remain clean and tidy during operating hours.

- Maintain high hygiene standards and adhere to food safety guidelines.
- Clear tables and operate cleaning equipment.
- Follow the company's Health & Safety policy at all times.

Staff Training & Support

- Support the team in staff training and retention, where required.
- Attend team meetings and contribute positively to the team environment.

Required Skills & Experience

- **Barista & Hospitality Experience** – Previous experience as a barista or in a similar food service role is preferred.
- **Customer Service Excellence** – Strong guest service skills with the ability to create a welcoming atmosphere and handle customer inquiries professionally.
- **Communication & Teamwork** – Excellent verbal communication skills and the ability to work effectively both independently and as part of a team.
- **Food Safety & Compliance** – Knowledge of food safety regulations, hygiene standards, and best practices in food handling is preferred, but we will provide guidance/training on this.
- **Time Management & Efficiency** – Ability to work in a fast-paced environment while maintaining high service standards and attention to detail.
- **Sales & Upselling** – Confidence in recommending and upselling products to enhance customer experience and maximise sales.
- **Adaptability & Initiative** – Proactive approach to problem-solving, taking initiative when needed, and adapting to changing business needs.
- **Organisational Skills** – Ability to multitask, prioritise responsibilities, and maintain an organised and efficient workspace.
- **Technical Proficiency** – Comfortable operating espresso machines, EPOS systems, and other coffee shop equipment.

What We Offer:

- A friendly and supportive work environment
- Competitive hourly wage based on experience
- Staff discounts on food and beverages
- Flexible scheduling to accommodate your availability
- The opportunity to be part of a growing, family-run business

If you're someone who loves interacting with people and enjoys working in a vibrant, community-focused environment, we'd love to hear from you!



Please send your resume and a brief cover letter outlining your experience and why you're the perfect fit for our coffee shop to abernethynook@gmail.com