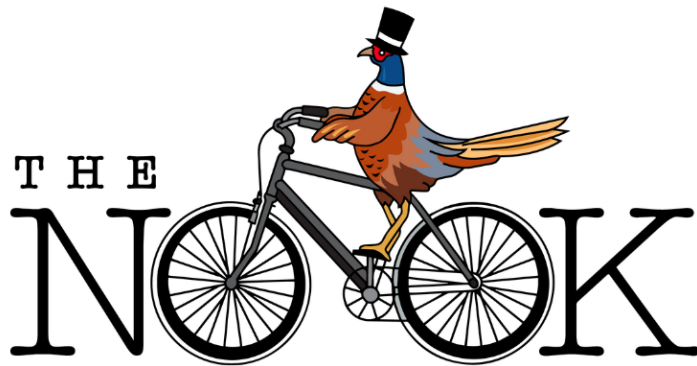




Hospitality Team Member

- **Position:** Full-Time or Part-Time
- **Location:** The Nook, Main Square, Abernethy
- **Hours:** Between 8:30am and 4:30pm, Tuesday to Sunday (Closed Mondays). Shifts will fall within these hours and will include regular weekend working.
- **Wage:** £12.71 - £14 per hour, dependent on experience

About The Nook:

The Nook is a family-run coffee shop in the heart of Abernethy. Since opening in November 2024, we've grown quickly and continue to grow, earning a fantastic reputation. We're proud of our five-star customer rating (★★★★★), our amazing team and of the loyal community of locals and visitors who choose to come back to us time and time again. No job is beneath anyone at The Nook. We all muck in, support each other and do whatever needs to be done to keep the shop running smoothly.

The Role:

This isn't a traditional front of house or kitchen position! We're looking for someone who's happy to roll up their sleeves and get involved wherever they're needed. One minute you might be making coffees and chatting with customers,

the next you could be helping with food preparation, washing dishes, restocking shelves or clearing tables.

For us, it's about more than experience. We need someone who's competent and confident in hospitality, but who also brings positivity, energy and initiative to work every day. Someone who doesn't walk past a job that needs doing, who's happy to jump in wherever they're needed, and who understands that every role—from making coffees to washing dishes—helps create the experience our customers come back for. No two days are quite the same, so we're looking for someone who enjoys variety, works well under pressure and genuinely enjoys being part of our close-knit team. While we are looking for someone with experience we will provide training and support in all required areas for the right person.

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 Owners and kitchen team of any compliments, queries or complaints received.

Behind the scenes

- Assist in the daily running of the coffee shop & larder, incl. setup and close down.
- Help maintain required records for stock, orders, fridge/freezer temperatures and food temperature checks.
- Prepare and serve a variety of hot and cold beverages.
- Assist Chef with food preparation and presentation as required.
- Everyones favourite, dishes!

Cleanliness & Safety

- Ensure all areas remain clean and tidy during operating hours.
- Maintain high hygiene standards and adhere to food safety guidelines.

- Clear tables
- Follow the company's Health & Safety policy at all times.

Staff Training & Support

- Attend team meetings and contribute positively to the team environment.
- Well chuffed that you read this far.

Required Skills & Experience

- **Barista & Hospitality Experience** – Previous hospitality experience is essential for this role, and successful applicants must be available for regular weekend working.
- **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.
- **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
- Wait, why are you still reading, apply now (if you're awesome)

- Staff discounts on food and beverages
- Flexible scheduling to accommodate your availability
- Paid breaks
- The opportunity to be part of a growing, family-run business

If you're hardworking, adaptable and take pride in delivering great hospitality, 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