



LONDON
BIGGIN HILL
AIRPORT

CASUAL WEEKEND COFFEE SHOP ASSISTANT (ZERO HOURS CONTRACT)

JOB DESCRIPTION

Responsible to: Coffee Shop Manager

Location: London Biggin Hill Airport, Main Road, Biggin Hill, Bromley,
TN16 3BH

Biggin Hill Airport is a Business and General Aviation airport 12 miles from central London and inside the M25. The airport is a gateway for visiting aircraft to London, a cluster of aviation engineering companies providing aircraft servicing and support for aircraft and a centre for private flying and flying training.

WHAT IS THE JOB LIKE?

This is an interesting position working in the busy Café of the Airport during weekend hours. You will be serving a wide range of customers. This role involves working as part of a small team to include a range of duties.

Key Areas of Responsibility:

Customer Service

- To provide an efficient and effective service to customers, understanding their needs and requirements, working to exceed these wherever possible.
- Customers of the Café are always acknowledged, greeted and served in a professional manner.
- Food and drinks are presented and served to the customer according to the laid down standard.
- Refreshments are delivered to other locations on the Airport as requested.
- Complaints or queries are dealt with appropriately.

Administration

- Ensuring the Café is continuously restocked to appropriate levels.
- Ordering new stock at the end of each shift.
- Handling cash and recording sales in accordance with Company procedure.

Food and Beverage Preparation

- Preparation of hot and cold snacks and drinks.
- Reheating of pre-packed food.

Cleaning

- Cutlery and crockery is cleaned in the dishwasher or by hand as appropriate on a regular basis.
- Preparation and server surfaces are regularly cleaned.
- Tables are cleared and cleaned regularly.
- Equipment is cleaned during the day as required and all equipment is left clean at the end of a shift.
- Cleaning of the Café in general including restrooms and monitoring cleanliness levels.

Health and Safety

- Compliance with the Company health and safety policy.
- Reporting any health and safety issues to the supervisor.

Additional Duties

- Any other duties as required.

WHAT WILL THE SUCCESSFUL JOB HOLDER BE LIKE?

This role will appeal to someone who is passionate about delivering great customer service and who enjoys serving people from all walks of life. You will be discrete and have the confidence to run the Café as a part of a team when you have completed your training. You will be willing to work flexibly during the weekend hours when requested. You will have great communication skills and enjoy teamworking as part of the larger service delivery team at the Airport.

QUALIFICATIONS AND EXPERIENCE

Essential

Reliable and customer service focused attitude.
Flexibility regarding hours of work.

Desirable

Level 1 Food and Hygiene Certificate.
Previous catering experience.
Cash handling Experience.