Job Title: Tea Bar Assistant
Reports to: Tea Bar Manager

Department: F&B Covent Garden Tea Bar
Location: Covent Garden Tea Bar

Direct Reports: None

Job Purpose: Supporting the Manager to drive the contribution of the Tea Bar by providing exceptional at-table customer service and taking pride in product knowledge and customer engagement.

Key Accountabilities:
- To provide best-in-class customer service; host duties, taking orders, at-table service, making recommendations, engaging customers in selling conversations
- To complete all back of house operation with confidence including food prep and washing dishes
- To actively build product knowledge and to be able to talk with confidence about, and be able to recommend from, our complete tea range.
- To hit personal targets and to support the tea bar in achieving their KPIs
- To undertake all work whilst complying with both Health & Safety and Food Safety legislation
- To be confident opening and closing the store including all cash procedures.

Key Activities:
- Providing service unique to Whittard
- Engaging guests in our products, with the aim of helping them to find their favourite cup of tea.
- Continual development of product knowledge with an eagerness to learn about tea, coffee and hot chocolate
- Drinks preparation; preparing hot and cold drinks to high standards
- Food preparation; preparing and assembling sandwiches, afternoon teas and sweets range
- Displaying our products to their best advantage
- Back of house operations including washing dishes
- Any other task relevant to your role

Relationships:
- Internal: Tea Bar management team, Store management team, work colleagues, Retail Operations team
- External: Tea Bar customers

Qualifications / Experiences / Aptitudes:
- At least 6 month’s experience in food and beverage service in a fast paced environment – ideally at-table service
- Barista experience would be an advantage
- Role will include some weekend and evening working so flexibility and adaptability are key
- Passion and love of tea would be ideal
- Thrives in a fast-paced, high pressured environment

Competencies:
- Strong spoken command of English
- Basic conversational knowledge of a language other than English
- Outgoing personality
- Sense of ownership
- Good organisational skills
- Well presented

Where the job description and performance review objectives differ, the latter takes precedence