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| Apprentice title | Barista (Hospitality) |
| College/Budget Centre | HAS |
| School/Department | Catering Operations |
| Duration of the apprenticeship | 12 Months and 1 day |
| Contact details for any enquires | C.Wright.2@bham.ac.uk |
| Closing Date | 10 th July 2017 |
| Start Date | 4 th September 2016 |
| Hours per week | Various – you will experience covering a variety of shifts. |
| Base | University of Birmingham Costa |

Apprenticeship summary

The apprentice Barista will be initially based at one of the University's Costa Coffee Shops Outlets. The apprentice will learn how to assist, Team Leaders, Supervisors, Assistant Manager and Manager in all areas of store operations. This includes maintaining the Costa experience for customers by providing a prompt service, quality beverages and products and maintaining a clean and comfortable store environment. The successful candidate will develop the skills needed as an ambassador of Costa Brand Standards, culture and values.

Main duties

The apprentice will learn and practise the following duties:

- Building relationships and delivering excellent customer service. This involves acting with a "customer comes first" attitude and engaging the customer in conversation. Customer connection is key.
- Maintaining a clean and organised workspace so that all colleagues can locate resources and products as needed.
- Performing cleaning tasks to a high standard at all times, following standard operating procedures and ensuring a constantly clean environment.
- Acting with integrity, honesty and knowledge that promote the culture, values and mission of Costa. Maintaining a calm exterior presence during busy periods of high volume or unusual events to maintain a clean and comfortable store environment.
- Anticipating customer and store needs by constantly evaluating environment and customers for queues.
- Communicating information to the shift leader so that the team can respond as necessary to create the perfect environment during each shift.
- Providing quality hot and cold beverages following Costa Brand Excellence on every drink and food products consistently for all customers. Follow health, safety and sanitation guidelines for all products.
- Following Costa and University operational policies and procedures, including those for cash handling, security and health and safety to ensure the safety of self, customers and colleagues at all times.

- Presenting oneself professionally to ensure adherence to health and safety rules and quality operations standards.
- Rotating stock, ensuring food and beverage products are used prior to the best before date and that wastage is minimised
- Maintaining strict control of all food and beverage wastage, recording all wastage as required.
- Reporting all equipment failures and hazards promptly to the team member running the shift or any other senior member of staff.
- Promptly and safely remove and dispose of rubbish as necessary from all areas of the workplace.
- Contributing to store goals for increasing sales and beating monthly Targets by upselling drinks and treats, as this is an important part of our customer journey.
- Attending team briefings and departmental meetings as required.
- To participate in regular development reviews and take on a full and active part in any training and development activities provided to enable you to carry out your work effectively.
 - To conform to all work rules and codes of practice, including:
 - Health and Safety codes of practice and C.O.S.H.H. regulations
 - Receipt procedures
 - Maintaining high standards of personal appearance & hygiene at all times
 - Wearing specified protective clothing
 - Providing a polite, courteous, responsive and professional service to customers
- To support with any other activity related to the role that will enrich the learning experience.

This apprenticeship would suit:

Someone who would like to develop a career in hospitality.

In order to complete this apprenticeship you will be polite and responsive with a determination to provide a professional service to customers.

The role will require someone who can act with integrity, honesty and who is keen to develop the knowledge that promotes all aspects of Costa Brand Standards and Core Values.

The successful apprentice will be developing to maintain a calm exterior presence during busy periods of high volume or unusual events to maintain a clean and comfortable store environment.

To have a successful apprenticeship in hospitality you will be punctual, flexible willing to go the extra mile and keen to learn all the aspects of the daily operations of Costa and how to run a successful shift.

Required Knowledge, Skills, Qualifications, Experience

- *Conversational skills*
- *A good standard of basic literacy and numeracy. This can be evidenced by achieving Mathematics and English GCSE at grade C or above (or equivalent qualification)*
- *The ability to learn how to work independently on own initiative, and co-operatively within a team environment.*
- *The ability to work under pressure*
- *Awareness of the Health and Safety at Work Act, COSHH regulations, Manual Handling good practice.*

Career Pathway

Hospitality is one of the largest industries in the UK.

Successful apprentices could develop into a range of hospitality careers.

This could be a team leader or manager or an expert hospitality worker. The skills you learn in this apprenticeship should set you up for a successful hospitality career.