



Barista/Front of house

You're totally focussed on creating a brilliant experience for your customers . you're passionate about food, coffee + service, taking pride in talking about + serving our artisan delights to our customers, whether first timers or lifelong Flour Pot fans. you're confident to make recommendations + suggestively sell, all the while maintaining our high standards. working as part of a team comes naturally to you, just as much as enjoying good food, coffee and delivering exceptional service does.

For you, every day is an opportunity to entice our customers to discover the superior taste and bite of our handcrafted loaves by our Bakers who are true craftspeople, promote and sell our fantastic range of freshly homemade sweet and savory products, alongside serving our very own roasted high end coffee.

Our people

What brilliant looks like

- You welcome all new Potters, ensuring they feel cared for + part of the team
- You actively work as part of the team on shift, following through on tasks + activities set by the management team
- You offer support to others on shift, where needed
- You support your buddy by training new starters, sharing your knowledge + experience
- You feel proud to represent our brand through wearing + maintaining the uniform we provide for you on every shift
- You attend any training sessions | meetings judged as necessary by management
- You adopt a 'team attitude' having flexibility in your role and assisting in other departments or shops where required
- You behave with your peers in a polite, professional and honest way

We measure success through

- 121's
- Training compliance

Our customers

What brilliant looks like

- You ensure you create legendary experience for every customer you serve



THE FLOUR POT
BAKERY

- You understand and deliver exceptional service + hospitality, ensuring it's tailored for every customer from welcome to goodbye
- You ensure our service 'must dos' are always met
- You're prepared to offer recommendations to customers and can suggestively sell
- You identify customers with allergies and have confidence when dealing with such
- You confidently resolve any customers queries directed to you, whether resolved personally or with assistance from your manager

We measure success through

- Customer feedback
- Low complaints
- Social media reviews
- Customer feedback
- Online reviews

Our products

What brilliant looks like

- You demonstrate understanding and passion for the high-end coffee world with practical knowledge around an espresso machine
- You know what our products should look & taste like and how each should be served
- You ensure excellent food quality, food safety, health + safety and allergen practices are followed
- You're confident to talk about each of our products, describing key ingredients, cooking methods & flavours
- You spot if products do not meet our specs and are confident to communicate this to a manager

We measure success through

- Customer feedback
- Compliance audits
- CP control
- Wastage control

Our money

What brilliant looks like

- You appropriately promote any promotions, new products, retail and coffee
- You work towards targets set by the management team
- You show an interest in the performance of your shop
- You are able to identify sales opportunities through effective upselling
- You adhere to cash handling + cash management protocol outlined in our company policies

We measure success through

- Incentive results
- Sales mix

Our places

What brilliant looks like

- You ensure the shop is always a place that is welcoming + inviting to our customers
- You follow all The Flour Pot food safety and health + safety standards are met
- You keep our brand standards maintained throughout the whole shift, creating an ambience appropriate to time of day + week
- You take responsibility for communicating any hazards or maintenance issues to the management team

We measure success through

- Customer feedback
- EHO visits
- Shopkeeping audit
- I2I chats



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