**Job Description & Initial Application Form**

**Position:** Sales Assistant.

**Contract:** Full Time.

S**hift pattern:** Variable.

**Run Time:** Present - September 2019

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**1. Job Description**

For long periods of your shift you will be on your feet working on the counter serving and preparing products comprising of ice cream, hot drinks and snacks. Serving customers in a fast and friendly manner can be demanding and intense. You will also be required to prepare the parlour during quiet periods for busy spells expected ahead. Sometimes at peak times you’ll be required to do both.

This is an interesting and varied role requiring a wide range of skills in order to deliver a high level of customer service. You will be working directly with our customers, interacting and serving the food products and beverages on offer. You will need to demonstrate a welcoming, helpful and positive attitude in everything you do.

**Locations:**

Popular and busy ice cream parlours in the heart of South Shields town centre and seafront.

Town Centre: Minchella & Co, 9-11 Ocean Road, South Shields, Tyne & Wear, NE33 2HT

Sea Front: Minchella & Co, Elevated Walkway and Amphitheatre, Sea Road, South Shields, NE33 2HT.

**Availability**

Candidates should have a flexible mentality towards working patterns, considering the seasonality of the business. Working weekdays, weekends and bank holidays is required.

Our parlours can be open later than planned closing times therefore a flexible approach to finishing times is a must, therefore overtime is also required.

We would require you to work more during our peak season/public school holidays.

At times we may require you to temporarily work at our other locations listed above or a local event.

**Essential qualities:**

• **Hardworking**, able to take the initiative to get things done

• **Positive**, about quality ice cream and coffee

• **Enthusiastic**, about hospitality and great customer service

• **Motivated**, excellent organisation and calm under pressure

• **Friendly**, able to work as part of a team.

**Main duties: Pay Structure**   
Providing a consistent positive approach to

customer service.

Accurate cash handling  
Restocking products and crockery  
Creating ice cream products   
Barista responsibilities  
Maintaining a clean, clear and safe environment

for customers and staff

Product and price awareness  
Adhering to food safety standards.

Constant allergy awareness

**2. Initial Application Form**

**Please complete this form and return it to us via e-mail. Following the instructions below.**

|  |
| --- |
| **Your Name:** |
| **Date:** |
| **Job role applied for: Sales Assistant: Full Time, Seasonal: May-September 2019** |
| In a few words please tell us why you would like to work with us? |
|  |
| Do you have any personal goals that you feel may align with our business? |
|  |
| Please tell us if you have any holidays booked from this date forth? |
|  |
| Please list any questions you may have for us? |
|  |
| Please give any further information if there are academic, extra curriculum, charity or personal commitments that may inhabit your availability? |
|  |
| Any further information you would like to provide? |
|  |

**Please complete availability following instructions below.**

| **Availability** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Please mark “**YES”** in all time boxes that you are available to work.  &  “**NO”** in all time boxes you are unavailable to work |  |  |  |  |  |  |  |
| **Time/Day** | **Mon** | **Tue** | **Wed** | **Thur** | **Fri** | **Sat** | **Sun** |
| **7:00- 11:00** |  |  |  |  |  |  |  |
| **11:00-15:00** |  |  |  |  |  |  |  |
| **15:00- 19:00** |  |  |  |  |  |  |  |
| **19:00- 21:00** |  |  |  |  |  |  |  |

**3. Instructions for Application**

* **Complete** this ‘Initial Application Form’ doc. (This page does not need to be separated from job description when returning)
* **Attach** Initial Application Form along with your CV to an e-mail
* **Copy and paste** the position you are applying for into subject field of e-mail.

“Sales Assistant, Full Time, Seasonal May-September 2019.”

* **Send** e-mail to mycv@minchella.co.uk