

Role Summary

Your role is to support the Bobby's Ice Cream Parlour team in an exciting new food and beverage venture at the iconic Bobby's building in Bournemouth town centre. Fundamentally, your role is to provide exceptional customer service, maintain excellent product quality, displays, and hygiene standards. You will also demonstrate and embody the values and vision of Bobby's of Bournemouth.

Bobby's

Bobby's is the affectionate local name for the Bobby & Co Department store established in 1915. The iconic and historic building that occupies a prominent location in Bournemouth town centre is undergoing a project of rejuvenation under the nostalgic name of Bobby's. The vision is to create a new experiential shopping destination led by beauty, health, food and beverage, and wellbeing focused businesses. This is the future of bricks and mortar retail, and Bobby's Ice Cream Parlour will be one of the first elements to open in Summer 2021.

What You Can Expect

You will work closely with the Ice Cream Parlour team to achieve excellent customer service standards by engaging with the customer, listening to them and giving sound advice on our product range. Working collaboratively as a team is essential to achieve an efficient operation of the parlour by being able to scoop ice creams, make hot beverages and process purchases in a timely yet consistent manner. You will strive to be a perfectionist when displaying and serving the products. Health, hygiene and cleanliness will play an important part of your daily duties and you will adhere to food safety policies through handling all product and equipment in a safe manner for customers and colleagues. You will also work flexibly alongside the Bobby's Ice Cream Parlour team to support on key trading hours and events e.g. Summer holidays/evenings/weekends/bank holidays.

You Will Have

- Experience from the food and beverage industry is beneficial but not essential – training will be provided
- Has a passion for ice cream and creating an excellent customer experience
- Strong interpersonal skills to build customer rapport and deliver exceptional service
- A team player who collaborates with all colleagues
- Can work independently, shows initiative, multitask, and leads by example
- Ability to communicate and listen effectively and can follow direction
- A positive mindset, can adapt to change and is excited by the Bobby's rejuvenation project
- Being a Bobby's brand ambassador who values honesty, integrity, and a desire to maintain a positive working environment

Business Format

- **Salary:** Competitive hourly rate
- **Contract Type:** Permanent and fixed term available
- **Shift Patterns:** Flexible, please provide your flexibility with your application
- **Hours:** Full time, part time and weekend hours available, please provide your availability with your application