

Amy - Waitress / Barista

Amy works at a small vegetarian cafe tucked away on the side street of an 'urban village'.

The cafe is part of the village community. The decor is bright and the atmosphere friendly. Customers walk in for a coffee and a slice of cake or a home cooked meal. Some just want a loaf of fresh bread or a jar of artisan preserves. Most greet Amy by name.

It's only a few months since Amy joined the team. She has become more satisfied with her job as she has learnt more and settled into her role. She absolutely loves making coffee - it's her favourite part of the job.

Working in a cafe is demanding - you are on your feet all day. It can be stressful when it is busy too, so it is important to work well as a team to ensure the service is smooth.

The internet and social media have changed the job as customers now interact with staff (and with each other) online.

While it would be nice to have more space in the cafe and cleaning at the end of a busy day is never fun, it is a fulfilling job. Amy enjoys a friendly chat with regulars when at quiet times. It never gets boring. Customers' feedback is excellent so she feels her work is valued. Amy rates her job a whopping 9.2 out of 10.