

MANAGING DIVERSITY (CONT)

All employees are obliged to provide original documentary evidence of their right to work in the UK, prior to commencing employment.

If you do not originate from the European Community, do you have the right to work in the UK? Yes No

Are there any restrictions on your right to work in the UK? Yes No

Do you require a work permit to work in the UK? Yes No

Have you ever been convicted of a criminal offence or do you have pending court offences? Yes No

If Yes, please give details: _____

Costa aims to promote equality of opportunity for all with the right mix of talent, skills and potential.

Costa welcomes applications from candidates from a range of backgrounds. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, you will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974.

YOUR EXPERIENCE

When have you delivered outstanding customer service and what did you do to make a difference?

Give an example of how you have supported other members of a team and explain what you did.

Give an example of when you have had to work quickly and accurately - what was the situation and what did you do?

YOUR AVAILABILITY

Please indicate when you are available to work.

Time/Day	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Earliest start time:							
Latest finish time:							

When can you commence work with us? _____

Are you able to work any hours outside those detailed above? Yes No

YOUR REFERENCES

Please give the name and addresses of your two most recent employers to whom we may apply for employment references, or you may choose one personal referee who has known you well for more than two years.

Name: _____ Name: _____

Address: _____ Address: _____

Telephone: _____ Telephone: _____

DECLARATION

I confirm that the information given by me is correct to the best of my knowledge. I understand that the company reserves the right to withdraw the offer of employment or to terminate employment already commenced if the information given by me is inaccurate or misleading in any way. Any job offer is conditional upon the receipt of two satisfactory references, medical reports and in certain cases, where appropriate, criminal records checks from the Criminal Records Bureau.

Signed: _____ Date: _____

APPLICATION FORM

OUR HISTORY

Bruno & Sergio Costa set up their famous coffee roastery in London in 1971, to supply local businesses with authentically Italian, slow-roasted coffee. By 1978 the first Costa espresso bar had opened in the capital. Costa's expansion really took off after Whitbread bought the company in 1995. Since then Costa has grown rapidly to become the UK's largest coffee shop chain.

THE CULTURE

Costa is incredibly popular with customers who appreciate great service and the very best coffee. That means every one of our stores is a really lively, fast-paced place to work. It may be busy, but it's a lot of fun too. You'll be working with people who'll support you and give you a hand when you need one. Teamwork is vital. Employees who thrive at Costa enjoy working alongside their colleagues and ensuring that customers always get a great experience.

THE TEAM

As a member of the team, you will make and serve great coffee and ensure our guests get whatever they want. Commitment and hard work are a must. But it's your personality that's most important of all. If you're enthusiastic, outgoing and cheerful you'll blend in perfectly. You also need to be helpful, approachable and ready to pitch in. Above all, you'll need to take genuine pride in your work.

THE BENEFITS

Costa is a great place to work if you're looking for flexible working patterns to fit around the other priorities in your life and we also offer competitive rewards. The other thing we can give you is experience – this is a great setting for improving your customer care skills. And, we're happy to give top performers the support and training they need to move up into a more senior role.

Which role are you applying for?

Team Member Assistant Manager

ABOUT YOU

Surname: _____

Forename(s): _____

Contact Number Home: _____

Contact Number Other/Mobile: _____

Home Address: _____

Postcode: _____

National Insurance Number:

your employment is subject to the provision of your NI number

Do you have a current driving licence?

Yes No

How will you travel to work?

What size uniform (top) will you require?

S M L XL XXL

Why do you want to join Costa?

(Please tick a box)

You want a career and progression with Costa
 You want seasonal work
 You want to work as part of the team in the role applied for

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ABOUT YOUR QUALIFICATIONS/SKILLS

School/College/University:	Qualifications:	From:	To:

Please provide details of any other skills that you feel are relevant to your application (eg language skills – selling skills – merchandising skills): _____

Please detail your hobbies, interests and any club or society memberships:

ABOUT YOUR PREVIOUS EMPLOYMENT

Please provide details starting with your most recent employment including any with Costa or Whitbread.

Name, Address & Tel No. of Employer:	From:	To:	Job Title & Responsibilities:	Salary & Reason for Leaving:

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MANAGING DIVERSITY

We have a Managing Diversity policy and do not discriminate on grounds of gender, race, religion, age, marital status, sexual orientation, national/ethnic origin, disability or part-time/fixed-term work. Please help us to ensure the effectiveness of our policy in providing equal opportunities by indicating the following:

Do you consider yourself to have a disability?

Yes No

If Yes, what is the nature of your disability?

Please advise us if you require any special arrangements during the recruitment/interview process.

In order to comply with recommendations from the Commission for Racial Equality, and to help Costa ensure that its Managing Diversity policy is upheld, please describe your ethnic origin.

- British
- European
- Caribbean
- African
- Oriental
- Asian
- Other

Please specify: _____

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