



JOB TITLE Barista Catering Staff
DATE 10th January 2024
REPORTS TO Matthew Atkins (Owner) & Joanne Atkins (Managing Director)

JOB DESCRIPTION

Purpose of role *To produce quality hot & cold beverages through fast & friendly customer service with high standards of cleanliness.*

Main duties and responsibilities

Core objectives include:

- Welcoming customers, processing orders, handling payments and delivering quality hot & cold beverages with fast & friendly service at the forefront.
- Knowledge of beans & characteristics of various coffees will be needed to describe the differences to customers.
- Setup, operate and pack down of site kitchen.
- Grinding coffee using a grinder and calibrating the as needed.
- Preparing espresso-based coffee drinks, such as long black, flat white, latte, cappuccino, piccolo etc.
- Preparing other beverages, including tea, hot chocolate, chair latte, cold brew coffee, iced beverages, soda, milkshakes etc.
- Keeping equipment clean during use and following procedures to thoroughly clean all equipment at the end of the day.
- Restocking shelves and fridges with items such as baked goods, snacks and bottled beverages.
- Light food preparation & food service.
- Training new employees to operate equipment & prepare menu.
- Focus on high standards of cleanliness & developing sound relationships with clients & customers.

Other duties

The above list is not exhaustive and the role may change to meet the overall objectives of the company.
Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

- Qualifications**
- Certificate III in Hospitality or Retail preferable, or Food Handlers Certificate
 - Barista Training Certificate ideal.
- Experience**
- Minimum 2 years in Hospitality and/or Retail.
- Knowledge**
- Hospitality and/or Events.
- Skills & competencies**
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.

- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Dynamic Team Player.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.
- Approachable and kind demeanour.
- Honest & Trustworthy.
- Ability to navigate a path on their own.
- Troubleshooting abilities.
- Fast thinker while on the go.

Other

- Responsible Service of Alcohol Certificate ideal.
- Current Driver's License or transport.
- Current Police Check.
- Current Working with Children Check.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

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Manager

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Date