



POSITION DESCRIPTION

TITLE: Café Service Staff / Barista
DEPARTMENT: CEO Office
LOCATION: Rooty Hill, NSW
REPORTS TO: Café Manager

DIMENSIONS

• Number of direct reports	0
• Number of indirect reports	0
• Budget responsibility in \$.	Nil

Purpose of Role

Reporting to the Café Manager, Café Service Staff / Barista form part of the team running the day-to-day operations of the Club's new café opening at Wanderers Football Park in Blacktown. Café Service Staff / Barista are responsible for the day to day customer service and front of house responsibilities of the Cafe. This includes attending to customer needs, coffee preparation, cleaning and ensuring the smooth and efficient operation of the food services areas.

Key Areas of Responsibility

- Ensure all customer service expectations are met. This includes greeting customers, providing professional service, taking orders and cash register operation
- Prepare espresso coffee & tea according to outlined operating procedures
- Accurate processing and management of all cash/card payments and balancing of cash register (with receipts) whilst reporting any discrepancies and problems to the manager
- Ensure all areas around the register, servery and tables are clean and tidy
- Food handling and preparation to deliver basic menu options to a high standard
- Determining stock management and replenishing food supplies
- Provide appropriate service to special dietary requirements of customers
- Comply with all Food Safety Standards and hygiene rules in preparation of foods.
- Ensure all equipment is clean and in appropriate place for efficient daily use.
- Monitor and implement correct workplace health and safety procedures in area of responsibility
- Such other duties, within the nature and scope of the position, as may be required from time to time

Knowledge, skills and behaviour required

Essential:

- Previous experience working in a café
- Must have espresso coffee experience
- Previous experience in food preparation
- High level customer service skills

- Availability to work within opening hours that may sporadic (including weekends, evenings and holidays)
- Ability to work well as part of a team
- Ability to multi task and ensure all duties are completed promptly
- Good communication/interpersonal skills
- Ability to remain calm under pressure
- Cash register and cash handling experience
- Knowledge of food handling procedures
- Understanding of WHS procedures
- Must have own vehicle

Desirable:

- Food Handling certificate
- Barista Certificate

Please send any enquiries to cafe@wswanderersfc.com.au