



POSITION DESCRIPTION

Position title: Barista

Department: Operations

Reporting to: Venue Manager / Outlet Manager / Outlet Coordinator / Outlet Supervisor

Supervises: Nil

Employment type: Casual

Classification: Level 1.1
Higher Education Industry – General Staff Award 2010

Conditions: Up to 38 hours per week;
May include some weekends and nights as dictated by business requirements;
Eligible for Laundry Allowance

Purpose

The purpose of this role is to be the first point of contact for all customers, and provide exceptional customer service, coffee expertise and positivity to the overall business.

The Barista must be able to demonstrate a strong passion for coffee and ability to produce a range of high standard hot drinks and a comprehensive understanding of how to operate an espresso machine.

Although this role is mainly about Barista work, this is a varied role that may be different from day-to-day. Tasks may include customer service, cash handling, cleaning, coffee making and general café duties.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Team Work	<p>Work as part of the team and provide a positive attitude towards every task</p> <p>Lead the way to help others when required</p> <p>To work across all USU outlets (F&B and Retail) when required</p>	<p>Effective and efficient opening and closing of venue</p> <p>Staff are able to efficiently operate the tills and all other venue equipment</p>
Customer Service	<p>Engage with customers and recognise their role as the “face of the venue”</p> <p>Provide exceptional customer service with every customer</p>	<p>Positive feedback from customers</p> <p>Customer feedback reported accurately and quickly</p>

	<p>Build relationships with regular customers and actively promoting repeat visitation</p> <p>Respond to all customer complaint in a professional manner</p> <p>Ensure all promotions are explained to customers as requested</p>	<p>Customer queries about menu and products are quickly and accurately answered</p> <p>All current promotions are known and communicated to customers</p>
Adherence to Venue Standards & Procedures	<p>Ensure the venue is open in accordance with listed operation times</p> <p>Ensure all products are made to specification and represent quality and freshness</p> <p>Ensure the venue is well presented at all times</p> <p>All equipment and venue is cleaned at end of shift</p> <p>Ensure venue is kept fully stocked at all times in accordance with the procedure manual and specifications</p>	<p>Organisational and Department policies and procedures adhered to at all times</p> <p>Clean the Venue and displays products according to procedure</p> <p>Stock levels maintained according to department standards</p>
Cost Control	<p>Ensure correct portion weights are monitored</p> <p>Monitor and reduce any wastage where possible</p> <p>Ensure all items are rung through the POS correctly</p> <p>Record wastage as required</p> <p>Identify poor selling products and provide feedback to the Outlet Manager</p>	<p>Stocktakes are within reasonable variance</p> <p>Stock levels and controls are reported accurately</p> <p>Store is fully stocked in accordance with agreed planograms / merchandising layouts</p>
Compliance	<p>Comply with Organisational, Departmental and Legislative Work Health and Safety requirements</p> <p>Work completed in compliance with HACCP process and procedures</p> <p>Cash handling procedures complied with</p> <p>Personal hygiene and presentation is of a high standard and in line with USU policies and procedures</p> <p>Opening & closing of Venue/s is conducted in line with Organisational procedures</p>	<p>Minimum of incidents in area, all incidents/near misses reported before completion of shift</p> <p>HACCP processes and forms are completed accurately</p> <p>High standard of personal hygiene demonstrated at all times</p> <p>Cash Handling procedures complied with. Variances are within responsible range</p>

	<p>Presentation and service of beverages to the USU Eats coffee standards.</p>	<p>Venue operating procedures complied with</p> <p>Venues are correctly opened and closed</p> <p>Customer feedback reported accurately and quickly</p>
<p>Work Health & Safety (WHS)</p>	<p>Conduct all work in a safe manner</p> <p>Comply with all WHS policies, procedures and instructions</p> <p>Report all incidents and hazards immediately to Supervisor and People and Culture Department</p> <p>Use and maintain safety devices and personal protective equipment correctly</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>
<p>Demonstrate commitment to the department and USU as a whole</p>	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>

Essential Criteria

- At least 2 years' experience working with commercial coffee machines in a high-volume environment (using at least 10kgs of beans per day)
- At least 2 years' demonstrated customer service delivery in a food service or catering role (café experience preferred)
- Latte art experience
- Passion for coffee and desire to enhance latte art skills and coffee knowledge
- Experience in opening an café/venue and ability to organise and present café service areas
- Demonstrated cash register and cash handling/EFTPOS experience
- Strong level of verbal and written communication skills
- Demonstrated ability to build relationships with a variety of customer types
- Excellent personal presentation
- Flexible 'can do' attitude towards work
- Able to move between USU Venues as required

Desirable Criteria

- An understanding/experience of the use of the juggler milk system

- Conversant with the BEPOZ point of sale system
- Current Responsible Service of Alcohol (RSA) photo card and certification
- Knowledge of cost control and stock control
- Experience in the preparation and delivery of high-volume coffees, smoothies, juices and salads
- Understanding of HACCP procedures or food safety programs
- Current Food Safety Certificate

Physical Requirements

Required frequently: standing, bending, reaching, scooping

Required occasionally: walking, kneeling, squatting, lifting, lifting up to 15 kilograms

Compiled by: Operations Manager – F&B Date: Dec 2019

Authorised by: People & Culture Coordinator Date: Dec 2019

Current Employee Signature: _____ Date: _____