

Primary Purpose

The primary responsibility of this role is to uphold The Coffee Clubs service standards, providing great service that always delivers satisfactory customer experience.

Position Specification

Duties include:

- Collecting dirty dishes from tables, clearing & wiping tables
- Detailed knowledge of menu items as per The Coffee Club Manuals
- Undertaking general waiting duties of both food and/or beverage including delivering meals and drinks to tables
- Replenishment & rotation of stock on the floor (i.e. sugars, salt & peppers etc)
- Setting tables including polishing and wrapping cutlery
- General store cleaning (using cleaning schedules)
- Taking customer orders and adding value and generating sales through up selling and second selling
- Making and mixing of all beverages (including supplying, dispensing or mixing of liquor, coffee, tea, frappes and other beverages) as per The Coffee Club Manuals
- Receipt of monies
- Ensuring all customer areas are kept clean and orderly at all times
- Limited additional cleaning duties including washing dishes and tidying dish area
- Some incidental duties of a lower level Food & Beverage classification, however, this would not be a significant proportion of the duties
- Detailed knowledge of the FMS system
- Making of all beverages (including supplying, dispensing or mixing of liquor, tea, frappes and other beverages) as per the relevant The Coffee Club Manuals which are appropriate to the role and type of store – liquor only where appropriate
- Meet company Food & Beverage hygiene under general supervision

Person Specification

Qualifications

- No relevant qualifications

In addition to the above:

- Current First Aid Certificate (maintained by employee) – desirable
- Current Responsible Service of Alcohol Certificate (maintained by employee) for licensed stores only.

Knowledge

- Detailed knowledge of customer service procedures
- Demonstrated knowledge of The Coffee Club policies and procedures as outlined in The Coffee Club Team Handbook and manuals relevant to position
- Detailed knowledge of preparation and presentation of all menu items including both food and beverage
- Detailed knowledge of The Coffee Club mission statement and core values
- Knowledge of workplace health & safety regulations desirable

Skills

- Ability to work autonomously and collaboratively
- Ability to follow directions and work as part of a team to achieve targets and goals
- Ability to communicate effectively with fellow staff, customers and management
- Ability to provide consistent, friendly and efficient service to all customers
- Ability to optimise customer sales through effectively adding value at the counter and at the table
- Ability to operate, maintain and clean all equipment relevant to the role
- Ability to maintain store presentation, hygiene and product quality through following daily and weekly procedures and schedules (i.e. cleaning schedules).

Attitude and Expectation

- Pro-active, positive, enthusiastic, energetic, responsible and friendly
- Can do attitude
- Happily and diligently adheres to *The Coffee Club* dress code at all times
- Provide positive, constructive feedback for fellow staff, Shift Leader/s, Store Manager and Franchisee/s
- Actively demonstrate, promote and practice 'The Coffee Club mission and core values' in all interactions with team members and customers
- Focused on success whilst preserving ethical standards
- Passionate about providing *Good Food, Great Service and Excellent Coffee* at all times
- Commitment to continuous learning and personal development

Key Performance Indicators

- Adhering to and actively promote all *The Coffee Club* standards, procedures and policies
- Demonstrates and practices personal presentation which is professional and adheres to The Coffee Club dress code
- Maintains effective communication with Franchisee/s, staff, suppliers and *The Coffee Club* Corporate Office
- Demonstrated commitment and passion to provide Good Food, Great Service and Excellent Coffee. Experience managing customer data and CRM platforms and programs

Version Control

The Minor DKL Food Group Pty Ltd & The Coffee Club reserves the right to vary this position description when needed, to suit business need needs but will consult with relevant staff in relation to any significant changes. This position description replaces all previous versions.