

Primary Purpose

The primary responsibility of this role is to prepare and provide quality cold and hot beverage that uphold The Coffee Club standards whilst delivering outstanding customer service to all guests.

Position Specification

Duties include:

- Taking customer orders and receipt of monies
- Detailed knowledge of the FMS system
- Adding value and generating sales through up selling and second selling
- Meet company Food & Beverage hygiene under general supervision ~
- Detailed knowledge of Food & Beverage hygiene (desired but not required)
- Making of all beverages (including supplying, dispensing or mixing of liquor, coffee, tea, frappes and other beverages) as per The Coffee Club Manuals
- Detailed knowledge of all menu items as per The Coffee Club Manuals
- Delivery duties, including delivering meals and drinks to tables
- Undertaking general waiting duties of both food and/or beverage, including cleaning of tables
- Replenishing & rotating of stock under general supervision
- Ensuring your areas of work remain clean and tidy (i.e. drinks preparation area)
- Polishing and wrapping cutlery
- General store cleaning (using cleaning schedules)
- Ensuring all customer areas are kept clean and orderly at all times
- Cleaning and maintaining equipment (i.e. coffee machine, grinder)
- Ensuring that coffee preparation area is kept clean and orderly at all times
- Some incidental/limited additional cleaning duties, including washing dishes, picking up glasses and tidying dish area

Person Specification

Qualifications

No relevant qualifications

In addition to the above, the employee must also possess:

- Successfully completed The Coffee Club Barista Course (non-accredited)
- 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 the Excellent Coffee Manual
- 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 & collaboratively
- Ability to follow directions and work as part of a team to achieve targets and goals
- Ability to communicate effectively with fellow staff, management and customers
- 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
- Focused on success whilst preserving ethical standards
- Passionate about providing Good Food, Great Service and Excellent Coffee at all times.
- Actively demonstrate, promote and practice 'The Coffee Club mission and core values' in all interactions with team members and customers
- 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 needs but will consult with relevant staff in relation to any significant changes. This position description replaces all previous versions.