POSITION DESCRIPTION
TEAM MEMBER BOOST JUICE

REPORTS TO: Unit Manager, Assistant Manager, Team Leader
SUBORDINATE POSITIONS: Nil
AWARD: Pulse Hospitality Operations Agreement 2016
SECTION: UOW Pulse

JOB SUMMARY:
To always deliver an amazing experience to our customers and to create an environment that makes customers and Team Members feel good. To always make and provide healthy, low fat products that taste good in the cleanest and most sanitary environment.

CUSTOMER SERVICE
1. Create the Boost experience for every customer every time
2. Follow the 6 steps of service at ‘Register’ and the 3 steps of service at ‘Pour Up’
3. Develop product knowledge and pass on information to customers when necessary
4. Strive to deliver the best product as per the Operational Procedure Guides (OPG’s) and report any problems to Shift Manager

FINANCIAL CONTROL
5. Adheres to Cash Control Policy and is responsible for contents of cash drawer (if assigned)

PEOPLE AND CULTURE
6. Always maintain outstanding personal appearance standards as per the Personal Presentation OPG
7. Replace any lost, damaged uniform items at your own cost
8. Be able to work with a smile in a busy environment
9. Be energetic, enthusiastic and love life
BUSINESS PROCESS AND INNOVATION

10. Complete all BEN on-line training and regularly read notices

11. Perform all tasks using correct procedures as detailed in OPG’s, Operations Manual and approved checklists

12. Maintain excellent food safety, sanitation and cleanliness standards in line with Operations Manual and legislation

13. Take every opportunity to improve store operations and cleanliness standards

14. Maintain accurate administrative paperwork when assigned by Shift Manager or part of shift responsibilities

15. Actively seek opportunities to work as a Team and be open & honest at all times

16. Act in a professional manner at all times

17. Attend team meetings and events where possible and participate in promotional activities of the store including working at off-site events as detailed by manager

OTHER

18. Performs other duties (within skill and training) as assigned by Shift Manager

19. Maintains and adheres to all security procedures and policies

WORK HEALTH AND SAFETY

20. Maintain a clean and safe work environment while complying with all UOW Pulse safety policies and procedures


22. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identified hazards if able to do so safely.

23. Participate in workplace consultative meetings as required and recommend improvements to relevant Standard Work Method Statements.

24. Ensure that all tasks are conducted in a manner consistent with the Standard Work Method Statements.

Signed: ___________________________ Date: ________________

Employee

Signed: ___________________________ Date: ________________

Unit Manager
PERSON SPECIFICATION

Knowledge and skills

- Be committed to and be able to demonstrate outstanding customer service
- Ability to work efficiently in a calm and measured manner.
- Experience using point of sale systems.
- Knowledge of WH & S and food safety standards.

All applicants are strongly advised to address each criterion individually in their application