REPORTS TO: Manager, Rush Coffee

SUBORDINATE POSITIONS: Baristas

AWARD: Wollongong UniCentre Services Collective Agreement

SECTION: Retail & Licensing

JOB SUMMARY

This job contributes to UniCentre’s success by ensuring our service and retail standards are met by providing customers with prompt service, quality food and beverage products in a friendly, upbeat and clean atmosphere.

To take orders for food and beverages, prepare café style food, prepare and serve hot & cold beverages, basic cash handling, follow opening and closing procedures and maintain operational standards.

CUSTOMER SERVICE:

1. To develop enthusiastically satisfied customers all of the time
2. To welcome and establish relationships with customers.
3. To discover customer needs and appropriately suggest product with every customer to enhance service and meet sales goals.
4. To offer customer demonstrations and samples using brewing equipment.
5. Create comfortable environment for all facets or surrounding businesses and community

FINANCIAL CONTROL:

6. To contribute to store profitability.
7. To follow cash handling procedures and cash register policies.
8. To follow inventory stocking and recording guidelines.
9. Complete inventory counts monthly or as directed
10. To contribute to Rush goals for increasing sales and improving profits.
11. Safe handling and float maintenance. Cash pickups and drops.
PEOPLE AND CULTURE:

12. To take responsibility for learning all aspects of the position
13. To be responsible for self-initiated learning.
14. To learn and demonstrate all performance standards listed.
15. To communicate with other team members to ensure consistency of product.
16. Participate openly in staff meetings and Learning and development plan
17. To educate and demonstrate espresso procedures to new and existing staff.
18. Manage and coordinate staff strengths and delegate roles in espresso bar.
19. Monitor and report regularly about staffing requirements

BUSINESS PROCESS AND INNOVATION:

20. To provide quality beverages consistently for all customers
21. Prepare and serve beverages to specific standards.
22. Follow WHS guidelines for all products and working practices, including adhering to cleaning procedures, maintaining food and beverages at the correct temperatures, correct storage of goods, safe operation of equipment, and avoidance of spills, trips and slips.
23. To follow food safety guidelines as directed by NSW Food Authority
24. To follow standards for merchandising, stocking, rotating and storing products.
25. To perform cleaning tasks in accordance with daily procedures.
26. To present oneself professionally and demonstrate clear communication.

OTHER:

27. To carry out any other duties commensurate with the nature and level of the position.
WORK HEALTH AND SAFETY:

28. Ensure policies and procedures are implemented as per the Work Health and Safety Injury Management System (WHSIMS)

29. Investigate workplace hazards and ensure corrective actions are implemented

30. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures

31. Provide a consultative process for communication of WHS information allowing employee input into WHS issues

32. Ensure staff are appropriately trained in WHS, standard work method statements and risk assessment

33. Facilitate the preparation of standard work method statements with employees and ensure all tasks are conducted in a manner consistent with the standard work method statements.

34. Ensure standard work method statements are reviewed annually

35. Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee

36. Monitor contractor WHS performance within area of responsibility

37. Report WHS achievements and activities as required

Signed: ____________________________ Date: _________________

Employee

Signed: ____________________________ Date: _________________

Manager
PERSON SPECIFICATION

Knowledge and skills

Essential:

- Knowledge of coffee and other hot beverage products.
- Practical coffee making skills.
- Knowledge of, and previous use of, point of sale systems.
- Knowledge of WH & S and food safety standards.
- Knowledge of modern customer service standards appropriate to a mainly youth audience.

Education and experience

Essential

- Enthusiasm and passion towards customer service and serving quality espresso

Personal attributes

Essential:

- Excellent verbal communication skills with the ability to develop positive relationships with a diverse customer base.
- Ability to manage conflicting priorities and work efficiently in a calm and measured manner.
- Ability to react to unexpected operational issues.

Special job requirements

Essential:

- Commitment to work a variety of hours depending on the demands of the business.

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