REPORTS TO: Manager, Fuel
SUBORDINATE POSITIONS: Nil
AWARD: UniCentre Services Agreement
SECTION: Retail & Licensing

JOB SUMMARY
To assist in the effective operation of Fuel with an emphasis on high level customer service and safe food handling techniques.

CUSTOMER SERVICE:
1. To provide a high level of customer service in a multi-cultural environment.
2. To actively promote specials to customers daily.
3. To discover customer needs and appropriately suggest product with every customer to enhance service and meet sales goals.

FINANCIAL CONTROL:
4. To follow cash handling procedures as per UniCentre policy.
5. Ensure correct usage of POS system and charge appropriately for all products sold.
6. Ensure stock rotation procedure is followed at all times.

PEOPLE AND CULTURE:
7. To be responsible for self-initiated learning.
8. To learn and demonstrate all performance standards listed.
9. To ensure all procedures are followed as per training.
10. Contribute positively in Unit meetings.
11. Actively seek to achieve goals as set out in annual learning and development plans.
BUSINESS PROCESS AND INNOVATION:

12. Maintaining a high standard of food and beverage production and presentation meeting all legislative Food Safety standards including HACCP guidelines as well as local council requirements.

13. To perform cleaning tasks in accordance with the duty rosters and cleaning standards.

14. Follow all operating procedures and ensure equipment is used as per Standard work method statements (SWMS).

OTHER:

15. To carry out any other duties commensurate with the nature and level of the position.

WORK HEALTH AND SAFETY:

16. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.

17. Work within guidelines as detailed in the relevant Standard Work Method Statements (SWMS).

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

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

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

Signed: ___________________________ Date: ________________

Employee

Signed: ___________________________ Date: ________________

Manager
PERSON SPECIFICATION

1. Knowledge of, and previous use of, point of sale systems.
3. Knowledge of modern customer service standards appropriate to a mainly youth audience.
4. Positive and friendly nature.
5. Delivery of quality customer service 100% of the time.
6. Ability to create value for customers.
7. Foster continuous improvement.
8. Experience in the hospitality industry in food and beverage preparation and service.
9. Demonstrated knowledge in the handling and security of cash, register operation.
10. Self motivated individual with an ability to work autonomously.
11. Basic computer literacy skills including Microsoft Office.
12. Demonstrated ability to maintain attention to detail.
13. Achieve individual and team based goals.
14. Maintain a high level of professional presentation and conduct at all times.
15. Knowledge and experience of safe food handling practices including HACCP.

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