REPORTS TO: Manager, Supervisor Rush Coffee
SUBORDINATE POSITIONS: Nil
AWARD: UniCentre Services 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 beverages and products in a friendly, upbeat and clean atmosphere.

CUSTOMER SERVICE:
1. To develop enthusiastically satisfied customers all of the time
2. To welcome and connect with every customer.
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.

FINANCIAL CONTROL:
5. To contribute to store profitability.
6. To follow cash handling procedures and cash register policies.
7. To contribute to Rush goals for increasing sales and improving profits through suggestive selling to customers.

PEOPLE AND CULTURE:
8. To take responsibility for learning all aspects of the barista position
9. To be responsible for self-initiated learning.
10. To learn and demonstrate all performance standards listed.
11. Participate openly in staff meetings and Learning and development plans
BUSINESS PROCESS AND INNOVATION:

12. To provide quality beverages consistently for all customers

13. Prepare and serve beverages to specific standards.

14. 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.

15. To maintain quality operations

16. To follow policy and procedures for operational flow at each station.

17. To follow standards for merchandising, stocking, rotating and storing products.

18. To perform cleaning tasks in accordance with the duty rosters and cleaning standards and work as a store team member.

19. To present oneself professionally and demonstrate clear communication.

OTHER:

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

WORK HEALTH AND SAFETY:

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

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

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

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

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

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

- At least 1 year experience as a barista in a quality coffee operation.

Personal attributes

Essential:

- Excellent verbal communication skills with the ability to develop positive relationships with a diverse range of staff and customers.
- Positive and friendly nature.
- 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:

- Ability to work some flexible hours as out-of-hours business demands although this is not the normal daily requirement of the post.

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