

Job Title:	Casual Café Attendant
Reporting to:	Café Manager and Café Assistant Manager
Hours of work:	Casual
Overall Objective:	To perform a variety of duties in the Kitchen/Café Counter to ensure an excellent customer experience.

Specific Duties and Responsibilities

- Co-operate with all staff and volunteers.
- Make coffee/tea using specialist equipment provided.
- Assist with food preparation as required.
- Keep service counters clean and fully stocked.
- Ensure that all food cabinets are stocked and tidy to deliver a full service.
- Inform assistant manager/manager of low stock levels
- Assist in the cleaning and clearing of tables.
- Use the dishwasher and wash up as necessary.
- Ensure the food is served to the correct temperature & portion size.
- Clean relevant service, preparation and storage areas using correct chemicals where appropriate and sign cleaning schedules as necessary. Must be completed at the end of every day.
- All refuse to be removed from the kitchen/Café Counter and put into the correct recycling streams.
- Project a professional image to all internal and external customers ensuring correct grooming and maintaining the dress code.
- To ensure that the correct close down procedure is followed, ie everything left clean, tidy and secure, ready for the next days' trade.

Health and Safety

- Ensure all accidents are recorded in the relevant accident books.
- Use the correct handling and lifting procedures as outlined in induction training
- To keep up to date with all H & S procedures and methods
- Ensure all tasks are carried out in accordance with the café's health, hygiene, quality and safety standards

Customer Service

- Serve all food from the counter using correct tools and presentation techniques
- Should be friendly & approachable & have a good customer attitude
- Should be personable to deal with customer queries & requests
- Promote customer care through all actions and behaviours

Finance

- To operate cash register and EFTPOS
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- Assist managers with financial duties if requested – cash reconciliation, banking, obtaining change, etc

Occasional Duties

- To provide cover in the absence of the Assistant Manager.
- To undergo training courses and attend meetings when necessary.
- To be prepared to challenge and change work methods and procedures to ensure the smooth running of the department.
- To carry out any reasonable management request.

It is the intention that this job description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business may change, and the jobholder's obligations are bound to vary and develop, so the job description should be seen as a guide not as a permanent, definitive and exhaustive statement.

Employee Signature:

Managers Signature:

Date: _____

Date: _____
