



Job Description – Barista

Name: **Manager:** Executive Chef
Job Title: Barista **Department:** Catering
Last Updated: August 2015

1 Purpose

Job Purpose: To deliver friendly, efficient customer service and to properly prepare hot and cold beverages and food items in a prompt manner.

2 Direct Reports

➤ Nil

3 Competency Requirements

- Service Focus
- Compliance
- Communication
- Operational
- Administration

4 Key Duties and Responsibilities

Operational

- Ensure appropriate liaison with Supervisors and Chefs on duty in the maintenance of food and beverage presentation standards and quality.
- Ensuring that you are aware of all daily functions including stock replenishment and ordering.
- Ensure quality beverages, and food products are provided consistently for all customers by adhering to all recipe and presentation standards.

Compliance

- Be aware of all State, Federal and Local Government Legislation concerning the service of food & beverage.
- Ensure compliance with all NSW Food Laws
- Be aware of the statutory requirements in relation to Privacy Laws, Smoking Legislation and how they impact on the Club, staff and members & visitors
- Administer, identify, monitor, manage and enforce statutory, contractual, licensing and compliance through Risk Management
- Ensure compliance with work OH&S requirements
- Ensure reports of safety/hazard risks are recorded and handled promptly

- Investigate and resolve relevant customer complaints

People

- As a team member, foster an environment of teamwork and collaboration
- Actively participate in the clubs customer service programme
- Maintain customer excellence service standards
- Assist in training new staff in facets of catering operations

Industry

- Be familiar with the Club's By-Laws and Constitution
- Review and monitor industry trends including legislation and product developments

SIGNATURE

Employee: _____

Date: _____