

JOB DESCRIPTION

Title	Café Barista
Based at	Atawhai Café, Papa Hou,
Reports to	Café Team Leader
Works with (internal)	All food and beverage staff of café Number Six Bar & Bistro staff Other Kind Foundation staff
Works with (external)	Café clientele and members of the public Hotel Give guests Service and goods providers Groups
Objective	Making a positive difference every day
Job Purpose	To efficiently serve and deliver to the customer quality beverages, specifically coffee and speciality hot/cold drinks; demonstrate a thorough understanding of the menu offerings and accurately process food orders; follow appropriate cash handling procedures while processing payments; properly clean and maintain all equipment; ensure café is well stocked; provide exceptional customer service.

Overview of Atawhai Café

Atawhai Café is located on the ground floor within Papa Hou and is situated close to the Botanic Gardens. Currently offering quality hot and cold drinks, a varied range of cabinet food, and an offering of hot breakfast/lunch food, all prepared onsite. The café enjoys regular customers and we pride ourselves on creating a community atmosphere where everyone is welcome.

Also located in Papa Hou is Elevate Fitness and Black Box, Theatre and Venues. Patrons of these utilise the café in the evenings.

Key Tasks

- > To provide a welcoming environment for customers and great customer service
- > Food preparation, handling and service in accordance with Health & Safety and Food Safety regulations
- > Barista duties; prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas. Packaging food and beverages for sale
- > Receive and process customer payments efficiently and record using the correct procedures and systems
- > Cleaning and restocking work and dining areas, emptying rubbish and sanitising equipment and utensils
- > Taking inventory and replenishing items in display cases, at tables, or behind the counter
- > Stocktaking as required
- > Adhering to all health and safety, and food safety regulations and quality controls including checking and recording of temperatures of freezers, refrigerators, or heating equipment
- > Assist with set up and catering for functions
- > Cash up, close up and cleaning tasks, leaving cafe ready for the next day opening

Core Skills required

- > Establish and maintain effective and efficient working relationships with all stakeholders
- > Respond, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintain a professional image
- > Attention to detail that provides accurate bookings and payment
- > Models positive behaviour and attitudes and The Kind Foundation core values

Qualifications/Experience

- > At least two years of experience in a similar role
- > Food and beverage preparation
- > Customer service
- > Cash handling
- > Administration skills

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a child safe environment for all children who come into contact with us.

The Kind Foundation Statement on Career Development

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.

Staff are encouraged to seek out professional development opportunities that enhance their learning and development, particularly where this improves their effectiveness in their role and/or provides them with more options for future career pathways within the organisation.

Performance reviews which include planning personal development occur at least once a year but should be an ongoing conversation between staff and their direct report.

Employee Signature

Date