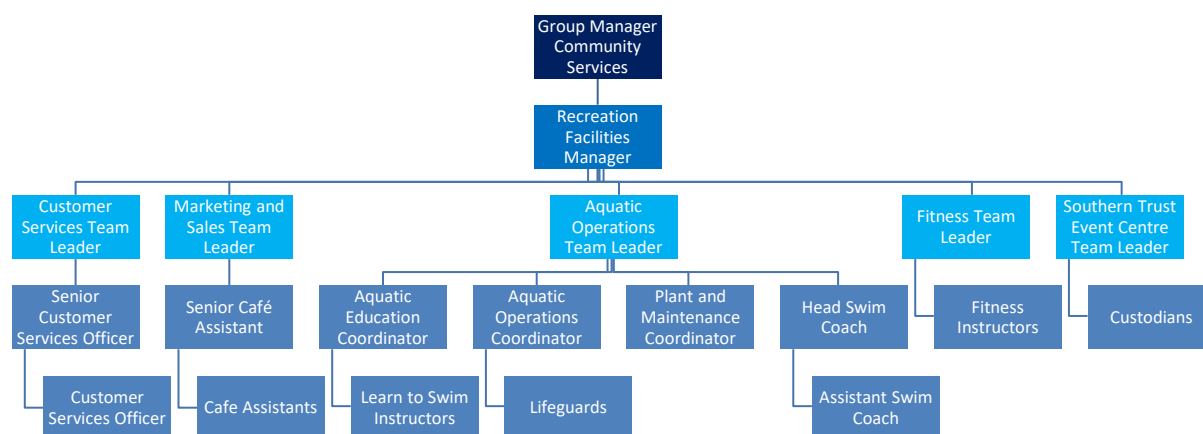


## Position Description: Café Assistant

<b>Business Group</b>	Community Services
<b>Reports To</b>	Senior Café Assistant
<b>Direct Reports</b>	Nil
<b>Date</b>	May 2019
<b>Budget Responsibility</b>	Nil
<b>Financial Delegation</b>	Nil

## Business Group Structure



## Purpose of the Position

The purpose of the Café Assistant position is to support the effective and efficient running of the CBay Café and ensure that the CBay Café is a destination of choice for coffee and food for all customers using the facility.

## Key Relationships / Customers

External	Internal
Members of the public	All CBay Management and Staff
Contractors, vendors and suppliers	All TDC Staff

## Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. Greet all customers with a smile, serve great food and awesome coffee in a clean and tidy café area.
2. Operating the Point of Sale cash register, taking orders and processing sales in a timely and correct manner.
3. Serving customers with a smile and in a pleasant and courteous manner.
4. Ensure that all food and beverages are presented and served to a consistently high standard as per your initial training and induction.
5. To assist with the preparation, baking, cooking of café food and customer orders for front of house and catering, as and when required.
6. Assisting with ordering supplies, rotating stock correctly and advising when stock is getting low so replacement stock can be ordered in a timely manner.
7. Checking all inwards goods and deliveries have been correctly delivered, are in good condition and are checked off against the packing slip. Goods are stored away in the appropriate manner and paperwork filed correctly.
8. Assist in the keeping of accurate daily records of prepared food, wastage, daily, weekly and monthly cleaning tasks, and food and refrigeration temperatures as outlined in the Food Control Plan & Daily Diary.
9. Ensuring the entire café environment is clean, pleasant and welcoming for all of our CBay Café customers.
10. To assist in the set-up (café open), set down (café close) and general cleaning of the café and kitchen according to the daily, weekly and monthly task sheets as required and as outlined in the Food Control Plan.
11. Clearing tables, washing up and sweeping floors as required.
12. Reporting maintenance or cleaning issues to the Marketing and Sales Team Leader or Senior Café Assistant.
13. To be an enthusiastic and supportive team member, contributing to the team in a positive manner, and treating all colleagues with courtesy and respect.
14. To fully comply with all Health and Safety Hygiene regulations at all times.
15. Assist with other duties as reasonably required by the Marketing and Sales Team Leader or Senior Café Assistant, and as required to help out colleagues when the café is busy.

16. To be actively involved in Civil Defence Emergency Management when required.
17. To live the COSI values; Customer Focus, One Team, Success and Integrity and the CBay be PROUD mission, vision and values.

### Formal Qualifications / Training / Experience

<b>Minimum Qualification</b>	NCEA Level 2.
<b>Desired Qualification</b>	NCEA Level 2 in Hospitality including a Barista qualification.
<b>Minimum Experience</b>	12 months relevant experience.
<b>Desired Experience</b>	12 months plus relevant experience and barista experience.

### Key Competencies / Skills / Knowledge

- Excellent interpersonal and customer services skills.
- Exceptional communication skills, both written and oral, with strong attention to detail.
- Ability to deal with difficult customers using positive conflict resolution skills.
- Ability to work under pressure.
- Exceptional ability to work well in a team environment.
- Effective use and management of resources (people, money, time).
- Top-notch customer service and cash handling skills.
- Self-motivation and high energy.
- Willingness to go the extra mile for our customers every time.
- Great attitude.

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Carmen Rae  
**Team Leader Marketing and Sales**

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**Café Assistant**

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**Date**