

JOB DESCRIPTION & KEY ACCOUNTABILITIES

Job Title	Barista
Reporting to	Catering Manager
Job Purpose	Responsible for preparing and serving beverages and food items. Specialise in drinks containing coffee, espresso or tea, and often a variety of other drinks, such as fruit smoothies, milkshakes and specialty drinks.
Principal Responsibilities	<ul style="list-style-type: none"> • Greeting customers in a friendly manner and taking food and drink orders, whilst paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios) • Preparing and serving beverages, ranging from simple to elaborate ones • Preparing and serving food items such as soups, sandwiches and pastries • Answering customers' questions about menu choices • Promoting and recommending menu options to customers • Taking payment from customers • Maintaining inventory and equipment by cleaning, troubleshooting and scheduling repairs • Keeping the work environment sanitary and organized • Evaluating and modifying processes to improve efficiency and quality of service • Working to attract new customers and expanding the menu • Effectively operate equipment • Provide efficient customer service • Practice basic safety procedures with respect to equipment and handling hot beverages • Be efficient and organized • Keep supplies replenished to minimize downtime • Check if brewing equipment operates properly and report any maintenance needs • Comply with health and safety regulations <p><u>Other</u></p> <ul style="list-style-type: none"> • Undertake other activities that may be reasonably requested by the Principal or Boards, to fulfil the requirements of the role. • Assist in the kitchen and for events. • Maintain the school food truck. • Act as an effective and professional role model, reflecting the special character of the school.

CANDIDATE PROFILE

Knowledge & Experience	<ul style="list-style-type: none">• At least two years' experience working in a fast paced coffee making environment and be confident and capable across all areas of the industry.• NZ Certificate of Educational Achievement (year 13) would be preferred.
Skills	<p><u>Problem Solving & Analysis</u></p> <ul style="list-style-type: none">• Can effectively analyse, and confidently address, issues• Able to make rational judgments based on all relevant information <p><u>Relationship Management</u></p> <ul style="list-style-type: none">• Able to establish and maintain positive working relationships within the school community• Build good relationships with customers• Listen well and communicate in a professional and friendly manner• Focus on customer satisfaction <p><u>Interpersonal Skills & Style</u></p> <ul style="list-style-type: none">• Demonstrates a strong personal commitment to school-wide excellence, honesty, integrity and the special character of the school• Thoughtful, resilient, calm and stable in challenging situations• Shows initiative, decisiveness and openness• Has excellent oral communication skills.
Employee	
Signature	
Date	