



WILLINGA PARK

JOB DESCRIPTION

POSITION: Barista and Restaurant Team Member
REPORTS TO: Head Chef – Willinga Park
UPDATED: August 2023

The Barista and Restaurant Team Member will perform barista duties and will provide support to front of house operations when needed. This role is hands on, requiring exceptional attention to detail and a positive work attitude.

MAIN DUTIES:

- Provide an outstanding customer service experience for all patrons, making them feel welcome and looked after.
- Perform Barista duties to a high standard.
- Check brewing equipment functions correctly, and report any maintenance needs additional to general day to day maintenance requirements.
- Keep a neat and tidy work area.
- Present the menu, answer questions, and make menu recommendations.
- Have a thorough understanding of all food and beverage offerings.
- Adhere to timing standards for products and services.
- Maintain table cleanliness, remove dirty plates, glassware, and cutlery.
- Assist in always keeping the restaurant clean and safe.
- Provide responsible service of alcoholic beverages.
- Deliver food and beverages to any table as needed, always remaining professional and courteous.
- Must follow all cash handling policies and procedures.
- Report to service on time, well presented and in full, clean uniform.
- Process payments of food and drink orders with the cash register.
- Coordinate with kitchen staff to deliver accurate food orders.
- Consolidate and coordinate needs for all tables within their station.



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SKILLS & PROFICIENCIES

- Minimum 2 years barista experience
- Excellent Customer Service
- Ability to work independently in a high volume, fast paced environment.
- High Energy
- Professionalism
- Strong Communication skills
- Positive Attitude
- Team Player

POSITION ATTRIBUTES:

The Barista and Restaurant Team Member will need to have the following core attributes:

Excellent Written and Oral Communication Skills

The Barista and Restaurant Team Member will be communicating with the public, high profile clients and internal stakeholders whilst building strong relationships across the Willinga Park business. These relationships include both internal and external clients of Willinga Park.

Team Player

The Barista and Restaurant Team Member will demonstrate teamwork skills within the Hospitality and Events infrastructure and across all the other Willinga Park teams. This includes no office politics by always showing equal respect to your colleagues and team members. The Barista and Restaurant Team Member will have daily interaction with the public and will need to develop and foster positive internal and external relationships to manage ad-hoc duties and tasks as directed by the Head Chef and/or Management team.

Delivery of Service

The Barista and Restaurant Team Member must ensure the delivery of service to the public, sub-contractors and clients are attended to in an efficient, timely and professional manner. This involves the constant feedback on progress to the stakeholders to ensure the delivery of service is of a high standard.



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Presentation and Image

The Barista and Restaurant Team Member must be professionally presented in the supplied Willinga Park uniform and have a clear understanding that they are always representing the business in a professional manner.

Organisational and Time Management skills

The Barista and Restaurant Team Member will have the responsibility of ensuring that all administration tasks i.e. coding of invoices and filing are completed in a timely manner to ensure data and costs are recorded effectively.

Willinga Park Values

The Barista and Restaurant Team Member will positively follow the Willinga Park values to ensure the culture is maintained as a family owned, positive and professional business.

Feedback

The Barista and Restaurant Team Member will participate from time to time in a feedback process such as 360 degree or a formal review as part of their professional development. The Barista and Restaurant Team Member will use this feedback to understand development and learning opportunities associated with their role within the business. Annual reviews will be conducted with your direct manager and Head of Human Resources as well as encouraging live feedback at any time you or your manager feel necessary during your employment. It is expected that the Barista and Restaurant Team Member engage in feedback discussions in an open and constructive manner and work together with their manager on genuine opportunities to improve performance.

Confidentiality

The role of the Barista and Restaurant Team Member requires handling of sensitive information of all clients of Willinga Park. It is expected that the Barista and Restaurant Team Member will not divulge any confidential information to any third party or employees unless directed to do so by the Head of HR or Managing Director. Refer to the **Confidentiality Information Clause (Schedule 2)** of your employment contract.



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Self-Starter

The role requires a level of autonomy in that the Barista and Restaurant Team Member provides support to the Head Chef, colleagues and other stakeholders and will not have to require ongoing direction. That is, the Barista and Restaurant Team Member will understand the position and create opportunities to better the role with fresh ideas and innovative ways of undertaking it.

Software

The Barista and Restaurant Team Member is required to be proficient in all aspects of the following software programs:

- Microsoft Office software, including Word, Excel, PowerPoint and Outlook.
- Adobe suite.
- Relevant WHS management software

Target Safety – Aim High

All Willinga Park workers have a duty to:

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as they are able, with any reasonable instruction that is given by Willinga Park Management to allow it to comply with its work, health, and safety obligations.
- Comply with any reasonable policy or procedure of Willinga Park relating to work health and safety.
- Follow all Safe Working Procedures and Safe Work Method Statements relevant to their role.

Risk management

All Willinga Park employees have a duty to identify and assess potential risks that may hinder the reputation, safety, security and financial prosperity of Willinga Park.

- Manage the process of identifying and assessing the risks that could/would affect the business.



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- Report and communicate risk issues to Risk Management Committee as soon as possible.
- Implement where appropriate, risk control actions.
- Comply and implement systems, policies, and procedures for the identification of risk.
- Collection, analysis of risk related and compliance information and share with Willinga park employees and management where required.

Employee: _____ Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____