



Job Description

Café Assistant

As a Café Assistant you will play a key role in delivering exceptional customer service and ensuring the smooth operation of the Café. Your responsibilities will include preparing and serving high quality, attractive and tasty food and drinks, maintaining cleanliness and organisation, and assisting customers with orders and enquiries. Your friendly demeanor, attention to detail, and passion for creating a positive dining experience will contribute to the Café's overall success

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM






STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Food Services
Reporting Line	Chef Manager
Key Responsibilities	<p>Daily tasks</p> <ul style="list-style-type: none"> • Cabinet and fridges stock ordering and control (minimising wastage) • Serving great coffee and food of a high quality in accordance with the Food Control Plan • Preparation, storage and presentation of light meals (wraps, sandwiches, slices etc.) while maintaining high hygiene standards • Providing barista services • Cash handling and reconciliation of daily takings • Assist in catering of village residents' functions as required <p>Provide quality customer service</p> <ul style="list-style-type: none"> • Offer high quality, customer centric café experience to cafe visitors by creating a warm, friendly and welcoming environment • Address customer enquiries, feedback and complaints appropriately, escalating to your manager as required, ensuring a pleasant dining experience <p>Quality control Demonstrates compliance to all regulatory and hygiene requirements for food handling including:</p> <ul style="list-style-type: none"> • Maintaining cleanliness and organisation of the café, including equipment, dining areas and drink stations, in accordance with health & safety standards • Dishes, cutlery and food preparation utensils are cleaned after each meal • All surfaces are cleaned at the end of each shift • Cleaning the café equipment and premises
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> • Exceptional customer service and interpersonal skills • Excellent communication and organisation skills as well as the ability to multi-task • Demonstrated ability to work autonomously as well as part of a team • Ability to demonstrate experience at food preparation and hygiene standards • Experience working within the hospitality environment is preferable • Barista and Food Handling certificate preferred
Relationships	<ul style="list-style-type: none"> • Café Supervisor • Chef Manager • Village Manager • Hospitality Services Manager • Food Services Quality Lead • Regional Food Lead • Other village staff • Village residents and visitors • Food suppliers
Dimensions	<ul style="list-style-type: none"> • Nil direct reports • Nil opex / capex budget
Other	<ul style="list-style-type: none"> • This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role.

Values		
 <p>STRONG ENOUGH TO CARE</p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p>ONE TEAM</p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.</p>	 <p>STRIVE TO BE THE BEST</p> <p>We work hard. We like to win. We're always learning and improving.</p>