



Blue Mountains Food Services Inc., (BMFS) is a not for profit, non-government organisation that provides a valuable community service to residents living in the Blue Mountains local government area.

## ROLE DESCRIPTION – CAFÉ ASSISTANT

<b>Position Title</b>	Café Assistant
<b>Location</b>	Ben's Café – 10 Benang Street LAWSON 2783
<b>Hours of Employment</b>	Casual
<b>Award</b>	Hospitality Award 2020
<b>Supervisor</b>	Café Front of House Supervisor
<b>Key Relationships</b>	Customers, Café staff, NDIS participants, Program Support Workers

---

### NATURE OF THE ROLE

The Café Assistant is responsible for:

- Serving customers efficiently with food and drink orders and taking payments
- Assisting in meal preparation and Barista duties as required.

### Key Responsibilities –

- Be an active part of Ben's Cafe team in providing outstanding customer service including:
  - efficiently taking orders
  - preparing high quality coffee and other beverages to all customers
  - assisting in the preparation of food as required ensuring food hygiene standards are met
  - delivering meals to customers
  - processing payments as required
  - setting up and cleaning tables
  - being positive with customers at all times
  - supporting a safe working environment.
- Wearing presentable and appropriate clothing for a café environment;
- Taking initiative in providing customer service and cleanup of the café;
- Assisting in the maintenance and cleaning of equipment to the highest standard;
- Provide high levels of customer engagement and customer service.
- Create and maintain a friendly and vibrant experience for customers



### **Record Keeping, Reporting and Other Duties**

- Report changes to participant health status, incidents or workplace hazards to Management as soon as practical after the issue is identified.
- Undertake other duties as reasonably requested.

### **Work Health & Safety**

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all.
- To only undertake tasks if it is safe to do so to yourself and any other person in close proximity.
- To report any injury, incident or hazard to your supervisor.

### **General Policies**

Comply with all BMFS Policies and Procedures including the BMFS Code of Ethics Agreement and BMFS Confidentiality Agreement.

### **Privacy and Confidentiality**

Maintain privacy of all volunteer, client, NDIS participant and employee information and comply with BMFS Privacy Policy.

### **OUR VALUES**

All employees are expected to adhere to our values outlined in our Code of Ethics at all times as listed below:

**Integrity:** We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.

**Respect:** We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.

**Reliability:** We will do what we say we will do and we will do it when we say we will do it.



## WHAT WE REQUIRE FROM YOU

### Experience, Qualifications and Personal Attributes

#### Essential:

- Ability to follow direction
- Be able to work independently without supervision and as part of a team
- Reliable
- Attention to detail
- Patience and clear communication skills
- Strong alignment with BMFS values
- Good time management skills
- Must be triple vaccinated including any boosters additional doses mandated by Government (COVID-19)

#### Desirable:

- At least 2 years experience working in a busy cafe
- Barista experience
- Supervisory experience
- Experience in end of day and cash handling
- Able to cover extra shifts when offered
- Ability to assist, support and work alongside people with a disability
- Demonstrated experience in preparing food in a restaurant, café or community kitchen
- Be able to identify and report hazards that may affect the safety of Cafe staff, NDIS participants, customers and visitors



**AGREEMENT**

I have read, understood and agree to the above duties relating to my position with BMFS.

I understand from time to time my role may vary and agree to perform ad hoc duties to the Company's expectations that are within my skills and capabilities.

I also agree to attend relevant training when required to ensure industry knowledge is current.

I acknowledge that employees who fail to take reasonable care of their own safety and/or the safety of others will be liable to disciplinary action.

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**General Manager Name:** \_\_\_\_\_

**General Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_