



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

Position Title	Café Assistant
Location	Ben's Café – 10 Benang Street LAWSON 2783
Hours of Employment	Casual
Award	Restaurant Industry Award 2020
Supervisor	Café Manager
Key Relationships	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
 - washing up and other cleaning as required
 - 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

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: _____