



<b>Position Description</b>	
Position Title:	Team Leader - Cafe
Department:	Catering
Reports to:	Bistro Manager
Supervises:	Café food and beverage attendants
<b>Key Relationships</b>	
Internal:	<ul style="list-style-type: none"> <li>• Executive Chef</li> <li>• Head Chef</li> <li>• Cooks, apprentices and Kitchen-hands</li> <li>• Bistro Manager and Catering Team Leaders</li> <li>• Front of House Staff</li> <li>• Duty Manager</li> <li>• Stores and Purchasing</li> <li>• Cleaning</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Members and Guests</li> <li>• Pre-existing and potential business clients</li> <li>• General public</li> </ul>
<b>Position Objectives</b>	
<ul style="list-style-type: none"> <li>• To provide high quality and consist Cafe experience for our members and guests.</li> <li>• At all times promote the Club and the Club facilities and to act as a public relations officer for the betterment of the Club</li> </ul>	
<b>Key Responsibilities and Areas</b>	
	<ul style="list-style-type: none"> <li>• Manage the day to day operations of the Café including stock, staff, customer relations, cleaning, food handling, storage and preparation to safe standards.</li> <li>• Preparation, maintenance and cleaning of coffee machine</li> <li>• Provide training to Café staff in all aspects of Café services including safe operation of machinery and service standards.</li> <li>• Mentor, coach and lead team members.</li> <li>• Performing all correct food storage and rotation requirements and monitoring.</li> <li>• Check all function sheets, roster, bus sheets, motel and sports groups numbers to forecast peak periods and staff appropriately</li> <li>• Ensure Café seating area is clean and tidy, condiments are clean and replenished, benches and bins are neat.</li> </ul>
<b>Key Decision Making</b>	
Non-negotiable	<ul style="list-style-type: none"> <li>• To have a complete understanding of all club facilities</li> <li>• Observe and enforce all of the Club rules, policies and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Follow and enforce all company and regulated food safety, hygiene and WHS procedures, including use of equipment and protective clothing</li> <li>• Performing all work activities in a manner that ensures their own and other employees health and safety</li> <li>• Immediately report any unsafe, conditions, equipment or injuries</li> <li>• To maintain good working relationships with your colleagues and all other departments</li> <li>• Provide excellent customer service, friendly and professional to all customers.</li> <li>• Presenting a professional image and standard of behaviour to members of the public and staff.</li> <li>• Compliance training</li> </ul>
Negotiable	<ul style="list-style-type: none"> <li>• Ongoing industry training</li> </ul>
<b>Accountability</b>	
<ul style="list-style-type: none"> <li>• To meet all required timeframes</li> <li>• Ability to maintain standards of product and service levels</li> <li>• Maintain a high standard of food and beverage service and customer service.</li> </ul>	
<b>Skills Required</b>	
Professional Qualifications:	
Experience:	<ul style="list-style-type: none"> <li>• A minimum of 5 years industry experience</li> <li>• Experienced Barista</li> <li>• Food Handlers certificate - Preferred</li> </ul>
Specialist Skills and Knowledge:	<ul style="list-style-type: none"> <li>• Ability to manage time and engage team members</li> <li>• Ability to set priorities</li> <li>• Plan and organise daily schedules</li> <li>• Complete tasks with minimum supervision</li> <li>• Contribute to all aspects of the Cafe and its environment</li> <li>• Ability to operate machinery and supervise machinery in use including deep fryers, food processors, Bain Marie, grill and dishwashers</li> </ul>
Interpersonal Skills:	<ul style="list-style-type: none"> <li>• Ability to work as part of a team in a positive manner</li> <li>• Ability to be respectful and supportive of other team members</li> <li>• Ability to remain calm under pressure.</li> <li>• Good communication skills</li> <li>• A dedicated and committed work ethic</li> <li>• Passion for Hospitality</li> <li>• Well-groomed.</li> </ul>