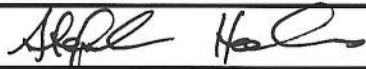


Position description Cafe Assistant			
Position details:			
Position title:	Cafe Assistant	Reports to:	Cafe Supervisor
Department/Division:	Retirement Living	Direct reports:	Nil
Position:			
Cafe Assistants ensure our residents and all other patrons of the Cafe have the opportunity to participate in a friendly and vibrant quality food and beverage experience in an atmosphere of excellence in customer service.			
Key responsibilities:			
<ul style="list-style-type: none"> • Taking of orders and serving of food and beverages, including cash handling. • Maintain the cleanliness of the kitchen and cafe areas. • Set up the cafe and assist with functions when required. • Undertake allocated tasks and support team members to complete shift tasks. • Maintain professional working relationships with internal and external stakeholders. • Ensure documentation is completed as required by policy and procedures. • Ensure all allocated work tasks are completed through effective prioritisation. • Undertake skills and competencies training relevant to the roles and attend required training sessions and meetings. • Ensure incidents/events are reported to management as per policy. • Maintain and promote Goodwin's reputation as a quality organisation • Maintain the customer service culture and present professionally to all people <p>Other:</p> <ul style="list-style-type: none"> • Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity. • Commitment to quality systems and continuous improvement. 			
Selection criteria:			
<p>Qualifications:</p> <ul style="list-style-type: none"> • Certificate qualifications in hospitality. • Responsible Service of Alcohol. <p>Essential Skills:</p> <ul style="list-style-type: none"> • Experience in the delivery of food and beverage in a cafe environment. • High level skills and experience in delivering customer service. • Cash handling skills. • Ability to work with limited supervision. • Strong interpersonal skills and ability to communicate with a range of stakeholders. <p>Personal attributes:</p> <ul style="list-style-type: none"> • High ethical standard, is trustworthy and confidential. • Works well individually and as a team member. • Has consideration and respect for others and their views. • Adapts to changing environments and demands. • Enthusiastic, energetic, projects a positive image. • Good attention to detail, efficiency and effectiveness. 			

Position description Cafe Assistant			
Work health and safety:			
<ul style="list-style-type: none">Participate and contribute to Work Health & Safety practices to ensure a safe work environment.			
Position approval:			
This position is approved at GACS Level 1 under the Goodwin Enterprise Bargaining Agreement.			
Authorisation:			
This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the CEO/COO signature.			
CEO/COO signature:		Date:	25/10/16