

Position Description

Title	Food and Beverage Attendant / Barista	Date Prepared	15.4.2026
Reports to	Site Manager/ Chef Manager	Approved by	HR

Main Purpose of Role

Food and Beverage Attendant / Barista is responsible for providing friendly, attentive and efficient service to our valued customers. To meet and exceed the expectations of our clients and achieve the business objectives of our organisation.

The role is to support and report to both the site manager front of house and the chef back of house in the high-quality production and service of café and function catering. To uphold standard and site operating procedures and policies.

Key Responsibilities

- Ensure the needs of customers are achieved in a professional, courteous and efficient manner.
- Greet and welcome customers in a friendly engaging way, maintaining eye contact and prioritize customer needs over other tasks.
- Assist with the day-to-day food production and service of all café requirements including meetings rooms service as per daily rotations / record and maintain records ongoingly
- Deliver functions as requested.
- Distribute consumables as per planogram if required
- Prepare coffee and hot drinks as requested, maintaining the coffee machines to optimise taste and minimise wastage.
- Efficient use of the pos registers.
- Clean and sanitise all areas equipment adhering to the food safety standards.
- Complete all food safety and site paperwork as directed by manager.
- Ensure compliance to all TWG policies and procedures.
- Report all incidents, near misses and customer feedback according to company policy, on the day and as close to the time as possible.
- Hold current Food Handlers Certificate.
- Excellent customer service skills.
- Following any direction as requested by senior managers.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Customer satisfaction	Generate a positive customer experience, obtain great feedback.
Compliance	All on line training completed in timely manner Reporting hazards and incidents on the same day of occurrence.
Team work	Building a fostering a friendly professional working relationship with colleagues. Complete all tasks in timely manner in accordance with daily duties.
Administration and internal procedure	Company code of conduct is rigidly adhered to. Company policy and procedures and understood and followed

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Acceptance

I, _____, have read and understood the responsibilities contained within this document.
I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____