



Position Title:	Barista
Department:	Food & Beverage
Reports To:	F&B Manager, Outlets Manager, Assistant Manager, Supervisor
Job Family:	Individual Contributor

Purpose

Show your passion for service by creating exceptional guest experiences, striving to ensure each guest experience is memorable. Responsible for making consistently great coffees in a reasonable time frame, responsible for general bar duties and assisting on the floor when required. May also be required to service the Bar, Restaurant, and Conference and Events. Essential personal attributes include a positive mindset, team player and can-do attitude, good communication skills and professional and neat presentation.

Key Relationships

Internal	Floor and Bar Supervisors, Restaurant Manager and F&B Manager
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Nil

Duties and Responsibilities

- Respond to guests needs by serving them or directing their enquiries.
- Managing and processing over the counter and phone orders.
- Possess great time management skills to deliver consistent in style and quality coffees.
- Prepare and present bar beverages according to established recipe and presentation standards within a reasonable time frame.
- Maintain and ensure all coffee equipment is fully functional, cleaned regularly and serviced according to Vittoria standards.
- Maintain all bar stock par levels and order stock when required, with particular focus on coffee and tea stock, milk, and coffee cups.
- Collect and process payments, in person and over the phone.
- Arrange and organise merchandise in an attractive and functional manner.
- Complete opening and closing duties for each shift.
- Communicate any guest feedback or maintenance related issues with manager.
- Assist in other departments as required.
- Communication - be clear, friendly, and concise with F&B and other departmental team members.
- Contribute to cultivating a team spirit by being a team player.
- Participate in helping other departments when required.
- Attend and actively participate in training programs as required.
- Apply all that you have learned in training sessions.
- Demonstrate a working knowledge of hotel in-house facilities, service specifics, hours of operation and local attractions.
- Cross train in all different food and beverage roles to be able to step in when one area is busy.

Brand Behaviours – *Bring Your Best Self | Share Our Neighbourhood | Think to Care, Care to Think | Show You Know*

Service Philosophies – *Remember Me | Opportunities to Delight | The Gift of Storytelling | Celebrate Aotearoa*



- Ensure the company code of conduct and team handbook are adhered to.
- Understand each department's policies and procedures and adhere accordingly.
- Follow and complete all opening and closing related tasks in designated time frames.
- Know and adhere to RSA and Food Handlers Guidelines.
- Ensure all areas of F&B are clean and organised.
- Know and understand all emergency procedures.
- Understand The Hotel Britomart policies and adhere to them at all times, for the hotel and your department.
- Report all near misses, hazards, and accidents in accordance with company policy.
- Ensure correct The Hotel Britomart policies and procedures are adhered to for stores, cash, premises, team members, equipment, and chemicals.
- Ensure guest security and privacy is considered at all times.

Prerequisites

- Occupational Health & Safety qualifications/skills (in food, chemical, and manual handling).
- Sound knowledge of food and beverage including coffee, wine, and cocktail knowledge.
- Sound knowledge of sequence of service.
- Knowledge of Micros point of sale system.
- Proven understanding of the hospitality/tourism industry.

Education

- A current LCQ & Food Handlers certificate.
- A degree or diploma in Hotel or Hospitality Management would be preferred but is not essential.

Experience

- Minimum 1-2 years F&B experience within a similar position in a property of similar size.

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____