

**BARISTA**  
**Position Description**

Position Title	Barista
Department	Operations
Role Type	Full Time
Reports to	Manager, Café and Bar
Direct Reports	Nil
Created Date	March 2021

**HOTA**

Our work is carried out in line with our **HOTA Values** of Art, Citizenship, Curiosity, Integrity and Generosity.

At HOTA:

- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories
- We are dynamic caring and curious with a commitment to excellence, experience and innovation
- We display strong interpersonal and communication skills to engage and build communities.

**The Team**

The Culinary Arts team are responsible for ensuring the success of the Precinct Food and Beverage offering across its many and varied food outlets, functions and programmed events in the HOTA Precinct.

**The Position**

The Barista will provide patrons of the HOTA Café with exceptional coffees and customer service. You will greet customers, answer their questions, take orders and accept payments. You will also maintain a clean and well-stocked workspace and dining area, update displays, and continuously expand your knowledge of food and beverage quality controls, preparation methods, and presentation.

## Position Responsibilities

**The responsibilities will include but not be limited to the following:**

- Prepare coffee and other beverages
- Set up and pack down of events / functions
- Working within the café as required
- Communicate with kitchen staff regarding product availability, additional meal requirements, allergies, dietary needs, and special requests.
- Maintain the cleanliness of work areas, china, glass, etc
- Complete opening and closing duties
- Stock control and rotation
- Handling customer enquiries, complaints and feedback effectively
- Ensure all requirements in relation to hygiene and cleanliness are adhered to
- Any other duties as required by the Manager, Café and Bar or Operations Supervisors

## Qualifications, Skills and Experience

- Previous experience working as a Barista
- High level of customer service;
- Barista training
- Ability to use own initiative and work under pressure;
- Knowledge and understanding of food and beverages offered
- Smart personal presentation;
- Team player;
- Ability to work shifts **including nights, weekends and public holidays**
- Food Handling Certification would be highly regarded
- Responsible Service of Alcohol Certification
- A positive, friendly, knowledgeable, and polite disposition.

## Workplace Health and Safety

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure.

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health and Safety Act and Regulations.
2. In accordance with HOTA's Workplace Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
  - Adhering to WH&S obligations and adopting sound work practices;
  - Following all safe working procedures and practices designed for the work;
  - Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice;
  - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
  - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.