



## Position Description

**Job title:**

Food and Beverage Attendant - Coffee Shop

**Employment Type:** Casual

**Classification:**

Introductory

**Award:**

Registered & Licensed Clubs Award 2020

**Reporting to:**

Coffee Shop Supervisor / Duty Manager

**Location:**

Mulwala Water Ski Club – 156 Melbourne Street Mulwala NSW 2647

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## Vision Statement:

The Murray Rivers best location for relaxation, accommodation and entertainment.

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## Mission Statement:

We will achieve our vision by providing our members and guests with a superior level of customer service across all facets of our business. We will provide this superior service in a clean, comfortable, safe and friendly environment. We will always strive to serve our members and guests in a cost effective and efficient manner so as to deliver great value for money.

We are committed to being the club of choice.

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## Duties & Responsibilities

To maximise the revenue generated through the club by ensuring the highest standard of customer service at all times. To make sure that the club is presented at its best at all times ensuring a clean and hygienic state and adhere to all the Club's policies and procedures.

- Provide prompt, friendly, and professional customer service at all times
- Prepare and serve coffee and other hot beverages to standard recipes
- Operate coffee-making equipment safely and efficiently
- Accurately operate point of sale (POS) systems and handle cash/card transactions

- Maintain cleanliness and hygiene across the coffee shop, including tables, counters, equipment, and service areas
- Monitor and maintain stock levels of coffee beans, milk, pastries, and other supplies, and report shortages
- Ensure display cabinets are well-stocked, clean, and appealing at all times
- Follow opening and closing procedures as per the Coffee Shop Supervisor/ Duty Managers instructions
- Be knowledgeable about the menu offerings, including dietary options
- Prepare and serve basic food items such as toasted sandwiches, pastries, and snacks
- Assist with restocking and rotation of stock according to use-by dates
- Wear the correct uniform and present professionally in line with club policy
- Clock in and out for shifts and scheduled breaks
- Follow health and safety, food handling, and hygiene practices
- Promote the facilities of the club to members and guests
- Be flexible and willing to take on additional duties within your ability, as required to support the operational needs of the Club
- Adhere to the policies, procedures, and legislative requirements of the Mulwala Water Ski Club, including but not limited to Responsible Service of Alcohol

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## Prerequisites:

### Essential:

- NSW Responsible Service of Alcohol Certificate
- Ability to work autonomously and as part of a team

### Desirable:

- Barista training or experience operating a commercial coffee machine
- Experience in the hospitality industry
- Understanding of the Registered Clubs Act
- Understanding of basic food hygiene standards

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Updated – 02/05/2025

