



## Position Description – Café Front of House

### Tūhoe – Te Uru Taumatua Values

Mana motuhake is our way to secure the permanence of Tūhoetana in the lives of current and future generations of Tūhoe. Seemingly, our COVID-19 experience served up greater surety on this approach. Our need then is to enable lifestyles that naturally live these virtues in our behaviours, our aspirations, our practices and our priorities. These beliefs that come from our legacy and kinship to all living things, the mutual respect we owe each to the other including the world around us. This is our context for raising responsible, resilient whānau, hapū and whārua.

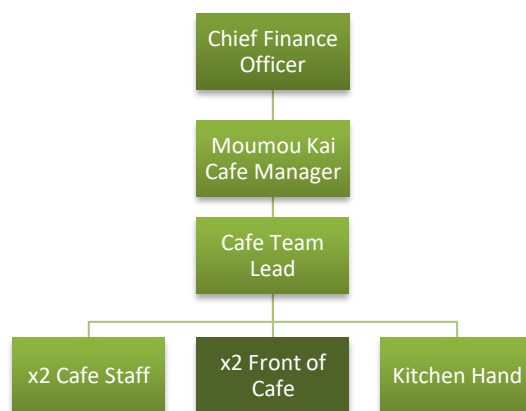
### Working for Tūhoe – Te Uru Taumatua

Working for Tūhoe - Te Uru Taumatua comes with a duty to bring to life the achievement of Tūhoe-Tribal goals including the standards of discipline and excellence needed to usher in the next generation of Tūhoe. As the office of the Iwi we are of course not the Iwi, we are not hapū, but we exist to serve the strengthening needs of hapū and Tribal leadership responsibility. Evenly and at all times, we serve a trinity of aims; the growth and development needs of our Tūhoe Tribal communities; the need to perpetuate a honourable past and legacy; and positioning well for the unborn future generations of Tūhoe. As such we are a kinship organisation, a culture, communities – a whakapapa; we are not a corporate entity.

### About this role

The Café Front of House will provide café services that are worthy of upholding a Tūhoe reputation of hospitality to customers. The Café Front of House key areas of accountability will include Front of House and Barista service, Kitchen hand support, and maintaining the café and associated areas and equipment in a clean, tidy, and safe operational manner.

The Café Front of House will work closely with the Group Manager and Café staff towards the ongoing development, sustainability and continuous improvement of the café operation.



## KEY RESULT AREAS

Front of House	Expected Standards
Standards of Care	<p>Delivering superior café services to customers:</p> <ul style="list-style-type: none"> <li>• Actively promote, practice, and adhere to living building standards ensuring care and compliance to café practices.</li> <li>• Provide high quality and professional service to customers, internal catering requests and external event coordination.</li> <li>• Responsible for ensuring café equipment and assets are maintained to the highest of standards and accounted for.</li> <li>• All cafe areas are checked and tidied at regular intervals throughout the day including public areas, wharepaku and facilities i.e. attend to cleaning needs as and when necessary.</li> <li>• Actively participate in the development and continuous improvement of the café operations, including staff, menu, and operational functions.</li> </ul>
Security & Access	<p>Ensure security and access standards are maintained, particularly as it relates to the café and wharekai entrance and exits.</p> <ul style="list-style-type: none"> <li>• Manage seamless flow of foot traffic through café entrance ways ensuring designated access area's within and around the café remain unrestricted at all times.</li> <li>• Ensure fire exits / doorways and entrances are kept clear at all times</li> </ul>
Café Operations	Expected Standards
Cafe	<p>Coordinate the delivery of superior café services through:</p> <ul style="list-style-type: none"> <li>• Ensuring all customers receive high quality, professional, and timely café services.</li> <li>• Provide excellent barista services.</li> <li>• Front of house café duties including but not limited to: <ul style="list-style-type: none"> <li>○ Counter enquiries and sales</li> <li>○ Table service</li> <li>○ Stock maintenance</li> <li>○ Maintaining clean and tidy café areas</li> <li>○ Help in kitchen area as required</li> </ul> </li> <li>• Contribute to smooth running of all café operations with a focus of sustainability, excellence and continuous improvement.</li> </ul>
Financial Administration	Expected Standards
	<p>Take responsibility for accurate transactions, record keeping and administrative responsibilities for cash and other financial for the cafe</p> <ul style="list-style-type: none"> <li>• Supplier Coordination</li> </ul>

	<ul style="list-style-type: none"> <li>○ Undertake procurement for Barista and Beverage Café supplies</li> <li>○ Ensure café purchases are authorised through approved café purchasing process</li> </ul>
Hours	Due to the establishment nature of the café the normal hours will be confirmed as the operation embeds. However, in the first instance the Café Operator will work between the hours of 9:00am and 3pm, Monday to Friday inclusive.
<b>Communication</b>	<b>Expected Standards</b>
Internal	<ul style="list-style-type: none"> <li>• Ensure all staff are informed as appropriate regarding matters that they should be made aware of</li> <li>• Actively participate and contribute positively to the café team</li> </ul>
<b>Compliance</b>	<b>Expected Standards</b>
Health & Safety	Take a vested interest and gain a good understanding of health and safety policy and obligations ensuring necessary duty of care is maintained at all times i.e. customers, barista duties, and kai preparation.
Food Hygiene	Ensure food handling and hygiene standards are adhered to at all times i.e. work with local authorities as and when necessary.

Person Specification		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Food &amp; Hygiene Certification</li> <li>• Barista Certification</li> </ul>	<ul style="list-style-type: none"> <li>• Fluency in Tūhoe dialect</li> </ul>
Technical competencies	<ul style="list-style-type: none"> <li>• 'Front of House' experience in Hospitality trade</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in Hospitality trades or Customer Service</li> </ul>
Work Experience	<ul style="list-style-type: none"> <li>• Proven café / shop assistant experience within small to medium size business with preference given to the Hospitality trades</li> <li>• Proven ability to multi-task</li> </ul>	<ul style="list-style-type: none"> <li>• Must meet essential work experience requirements</li> </ul>
Systems	<ul style="list-style-type: none"> <li>• (Word, Office, Outlook).</li> <li>• Cash handling, Eftpos</li> </ul>	<ul style="list-style-type: none"> <li>• Excel/spreadsheet data manipulation experience</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Flexible in approach</li> <li>• Unflappable, calm demeanor</li> <li>• Excellent communicator</li> <li>• Values based</li> <li>• Takes accountability for time, performance and duty of care seriously</li> <li>• Professional</li> <li>• Warm</li> </ul>	<ul style="list-style-type: none"> <li>• Enthusiastic</li> <li>• Proficient, adaptable role model</li> <li>• Understands collective contribution over individual</li> </ul>

<b>Café Front of House Name:</b>	
Signature:	
Date:	
<b>Chief Executive Name:</b>	
Signature:	
Date:	