



## Position Description – Café Staff

### **Tūhoe – Te Uru Taumatua Values**

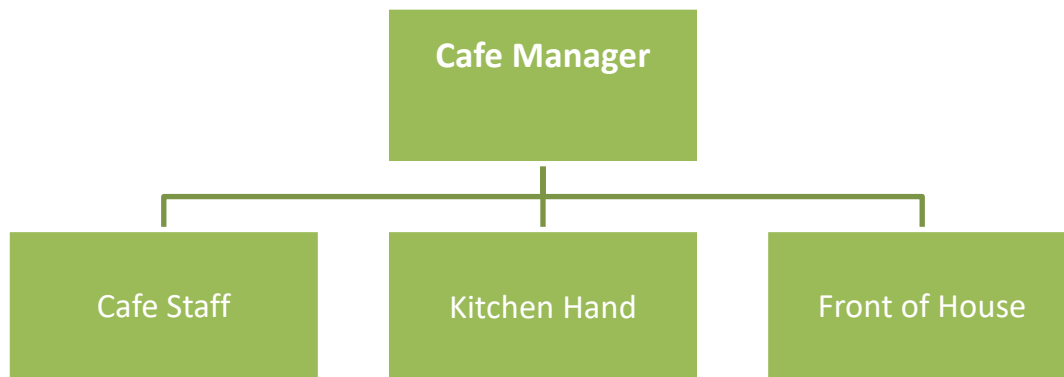
Our organisational values derive from our history and whakapapa, they inform our behaviours and how we interact with our world and the world around us. These values are our beliefs and context for ensuring the permanence of Tūhoetana.

### **Working for Tūhoe – Te Uru Taumatua**

Working for Tūhoe – Te Uru Taumatua comes with obligations and responsibility to bring to life the achievement of organisational goals and standards of excellence.

### **About this role**

The Café Staff reports to the Moumou Kai Café Manager and is responsible for kitchen support services to assist the Café Chef and the Café team to deliver a high quality food experience.



### **Principal Areas of Accountability**

The Café Staff is accountable for supporting the day to day running of the café kitchen. The Café Staff will support the Café Chef by undertaking simple cooking duties, preparing meals and undertaking and carrying out all cleaning duties within the kitchen.

## KEY RESULT AREAS

Front of House	Expected Standards
Standards of Care	<p>Delivering superior café products and services to customers through:</p> <ul style="list-style-type: none"> <li>• Active promotion, practice, and adherence to living building standards ensuring care and compliance to café practices.</li> <li>• Providing consistently high quality service to customers</li> <li>• Ensuring café equipment and assets are maintained appropriately and accounted for.</li> <li>• Actively participating in the development and continuous improvement of the café menu, and operational functions.</li> </ul>
Security & Access	<ul style="list-style-type: none"> <li>• Ensure security and access standards are maintained, particularly as it relates to the café and wharekai entrance and exits.</li> </ul>
Café services	Expected Standards
Customer service	<ul style="list-style-type: none"> <li>• Ensure all orders are prepared and served to a high standard and in a timely manner as directed by the Café Chef and Menu and Quality Assurance consultant.</li> <li>• Ensure all food that leaves the kitchen meets a high level of presentation</li> <li>• Prepare food orders as they are received and ordered</li> </ul>
Kitchen duties	<ul style="list-style-type: none"> <li>• Prepare the kitchen for opening and closing including the preparation of food</li> <li>• Support the Café Chef with cooking of daily meals where directed. Undertake the cooking of simple meals and dishes.</li> <li>• Collect and wash cutlery and crockery from the kitchen and café area</li> </ul>
Cleaning	<ul style="list-style-type: none"> <li>• Maintain a clean and tidy kitchen</li> <li>• Carryout end of day cleaning procedures to ensure the kitchen is left spotless.</li> <li>• Perform regular cleaning functions on all café equipment.</li> </ul>
Communication	Expected Standards

Internal	Work together with the café team to ensure all staff are informed as appropriate regarding matters that they should be made aware of.
<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. manuhiri, 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.
<b>Other</b>	<b>Expected Standards</b>
Other	Act as back up or cover for front of house services (café operator) as directed by the Group Manager Whairawa.

Person Specification		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Food &amp; Hygiene 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>•</li> </ul>	
Work Experience	<ul style="list-style-type: none"> <li>• Proven café / shop assistant experience within small to medium size business</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>• Proficient, adaptable role model</li> <li>• Values based</li> <li>• Takes accountability for time, performance and duty of care seriously.</li> <li>• Understands collective contribution over individual.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional</li> <li>• Enthusiastic and impressionable</li> <li>• Warm and empathic</li> </ul>
Café Staff Name:		
Signature:		
Date:		
Chief Executive Name:		
Signature:		
Date:		