



Core Purpose: Investing in the Next Generation
Core Values: Honesty, Caring, Responsibility, Respect

Vision: Helping to build strong people, strong families, strong communities

Job Description

Title	Barista
Based at	Bean at the Y – 12 Hereford Street
Reports to	Hotel Service Manager
Works with (internal)	City Y Reception team Housekeeping
Works with (external)	Café clientele and members of the public Hotel guests Service and goods providers
Term of Employment	Part time
Objective	<i>Making a difference by “investing in the next generation”</i>
Job Purpose	To efficiently serve and deliver to the customer quality beverages, specifically coffee and speciality hot/cold drinks; demonstrate a thorough understanding of the menu offerings and accurately process food orders; follow appropriate cash handling procedures while processing payments; properly clean and maintain all equipment; ensure café is well stocked; provide exceptional customer service.

Overview of Bean at the Y

Bean at the Y is a café situated in the YMCA Christchurch complex on Hereford Street. The café services not only our gym members and guests at Hotel Give, but is also open to the public and is open 7 days a week. Currently offering quality hot/ cold drinks and a range of ordered in cabinet food, Bean at the Y is looking to expand it's food offering to include breakfast and a range of hot and cold food prepared onsite.

Key Tasks

- > To provide a welcoming environment for customers and great customer service
 - > Food preparation, handling and service in accordance with Health & Safety and Food Safety regulations
 - > Barista duties; prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas. Packaging food and beverages for sale
 - > Receive and process customer payments efficiently and record using the correct procedures and systems
 - > Cleaning and restocking work and dining areas, emptying rubbish and sanitising equipment and utensils
 - > Taking inventory and replenishing items in display cases, at tables, or behind the counter
 - > Stocktaking and ordering goods from suppliers
 - > Adhering to all health and safety, and food safety regulations and quality controls including checking and recording of temperatures of freezers, refrigerators, or heating equipment
 - > To lead the running café during shifts, and supervise/train/direct the café assistants where needed.
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Core Skills required

- > Establish and maintain effective and efficient working relationships with all stakeholders
 - > Respond, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintain a professional image
 - > Attention to detail that provides accurate bookings and payment
 - > Models positive behaviour and attitudes and YMCA core values
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Qualifications / Experience

- > Food and beverage preparation, particularly in regards to grinding and blending coffee beans and brewing coffee
 - > Customer service
 - > Cash handling
 - > Administration skills
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YMCA Statement on Child Protection

YMCA Christchurch is committed to providing a Child Safe environment for all children who come into contact with the YMCA.

Job Pathways

Sideways:	Other customer focused positions in the YMCA
Outwards:	Roles within other YMCA departments, or roles at other Ys in NZ
Upwards:	Hotel Service Manager

YMCA Statement on Career Development:

- > The YMCA Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.
- > This could be within the department they work or more broadly to other YMCA departments or other Ys around New Zealand/the world.
- > Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
- > We are in the early days of an evolving on-the-job training qualifications pathway which all staff are welcome to engage with, with the foundation aspects of customer service and health & safety being compulsory for all employees.
- > A leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.

Employee Signature

Date