

POSITION DESCRIPTION: Front of House Team Member

Report To: Franchisee, Store Manager, Duty Manager

TCC Store:

Employee Name:

Date:



Position Specification

Duties include

- Ensure TCC Store Log Book is completed and signed off
- Comply with the Liquor Licensing Act 2012
- Assists Store Manager & Franchisee in inducting and training FOH team members when required
- Ensure all menu items are prepared and presented as per TCC Excellent Coffee and available throughout the entire trading day
- Ensure all menu items are presented as per TCC Good Food Manual before serving it to customer
- Ensures hygiene and cleanliness is maintained to the highest standard by complying with cleaning and maintenance schedules
- Follow Food Safety Requirements according to the TCC Food Control Plan
- Follow Workplace Healthy and Safety Regulations
- Assists in the cleaning and wash-up area work load
- Maintains high level of customer service and satisfaction
- Assist in promoting indoor marketing specials and merchandizing
- Assists in maximum productivity and profitability, minimizing wastage

Qualifications & Knowledge

- Liquor Controller Qualifications (preferable but not essential)
- Current First Aid Certificate (recommended)
- Knowledge of Store Operations and Coffee Procedures
- Knowledge of Food Control Plan
- Knowledge of Workplace Health and Safety Regulations
- High Level of Literacy and Numeracy

Skills

- Understanding and following TCC Policies and Procedures, Mission Statement and Core Values
- Understanding, following and training when required TCC Good Food, Great Service & Excellent Coffee Manuals
- Working hands on and alongside team members as required to ensure consistent TCC standards are provided at all times
- To be able to follow daily and weekly systems and procedures to ensure a high level of presentation, hygiene, service, product quality and food safety
- To be able to establish and maintain clear lines of communication with team members, Store Manager, Franchisees, Support Office and Suppliers

Employee Sign: _____

Manager Sign: _____

Date: _____

- To be able to communicate with suppliers, ensuring correct and quality of product is received.
- To ensure all equipment is regularly cleaned and maintained in a safe manner
- Able to provide a positive team environment through communication and training if required

Attitude

- Positive and energetic with a customer focused attitude
- Reliable and flexible
- Happily and diligently adheres to TCC Dress Code at all times
- Pro-active & self-driven to actively learning TCC Manuals and Procedures (Good Food Manual, Food Control Plan, Excellent Coffee)
- Provide positive, constructive feedback for fellow team members, Duty Managers, Store Manager and Franchisee
- Accepts, adheres to and practices TCC Mission and Core Values

Key Performance Indicators

- All of TCC standards and policies being embraced, implemented and adhered to
- Assists in achieving Council Inspection an A Grade and 100% score
- Demonstrates and practices personal presentation which is professional and appropriate to TCC standards
- Maintains effective lines of communication with Store Manager, Franchisee, Team members and The Coffee Club Support Office
- Requests a time for a quarterly Personal Performance Review to be conducted by the Franchisee
- Maintains customer satisfaction with no formal complaints received

Employee Sign: _____

Manager Sign: _____

Date: _____