



For Our Community

Barista

WHY WE ARE HERE

We are a high-performing community owned organisation with a clear purpose – to create and contribute to a vibrant Invercargill. People are at the heart of everything we do. Our team act with integrity, strive to excel and approach every undertaking with enthusiasm, drive and energy.



7 days a week, rostered

WHY THIS ROLE EXISTS

Café extraordinaire are essential in our effort to deliver an exceptional guest experience in our Cafés.

WHAT YOU WILL DO

Assisting the Captain in the operation of busy café which will provide breakfast for both in house guests and the local plus lunch and afternoon tea. Working quickly and efficiently whilst upselling and maximizing sales wherever possible, leaving our guests feeling well looked after and enjoying a positive experience.

KEY OUTCOMES

- Excellent customer service is received by all guests, providing a positive experience, encouraging them to return.
- The department is profitable and competitive in the marketplace.
- Staff are knowledgeable in all products available and incredibly engaged
- Department is always well presented and stocked up, cabinet food is fresh and displayed in an appealing way to the eye
- Customers receive attentive caring and friendly service, therefore providing a desire to return.
- Ensure the pre-determined budgeted targets are met including sales, wage costs and cost of sales
- To maintain the standard and culture of the team by setting an example to new members of staff and assisting in their training.
- Champion, comply and promote health, safety and wellbeing within ILT

YOU BRING TO THE ROLE

- A professional appearance with a positive attitude adaptability and flexibility.
- Outstanding communication skills, both amongst team members and with guests.
- Passion for delivering an exceptional guest experience
- Ability to make independent decisions to ensure guest satisfaction whilst adhering to management guidelines.
- Energetic, upbeat personality with the ability to interact well with a variety of clientele.
- Enjoys interaction with customers and building positive relationships.
- Proven food and beverage experience and able to thrive in a high pressure environment. Prior barista experience a bonus.