**Barrington Roles and Responsibilities**

Barrington Café

Staff Positions Descriptions

**Café Manager**

Cafe Manager responsibilities include scheduling shifts for baristas and wait staff, monitoring daily expenses and revenues and ordering supplies like coffee, milk and snacks, as needed. Work experience with various roles in coffee shops. Also, you should be available to work during opening hours, including weekends and holidays.

Ultimately, you will help increase profitability, boost customer engagement, and turn our cafe into a favourite local spot.

**Responsibilities**

* Manage day-to-day operations of the cafe
* Hire and onboard new wait staff and baristas
* Train employees on drinks preparation and proper use of coffee equipment
* Coordinate with vendors and order supplies, as needed (like takeaway cups, coffee, milk, and other ingredients)
* Maintain updated records of daily, weekly, and monthly revenues and expenses
* Add new menu items based on seasonality and customers’ preferences (for example vegan coffee drinks)
* Advise staff on the best ways to resolve issues with clients and deliver excellent customer service
* Ensure all cafe areas are clean and tidy
* Nurture friendly relationships with customers to increase loyalty and boost our reputation

**Requirements**

* Work experience as a Cafe Manager or Barista
* Hands-on experience with professional coffee machines
* Good math skills
* Availability to work within opening hours (including weekends and holidays)
* Excellent communication skills with the ability to manage and motivate a team
* Customer service attitude
* High school certificate
* Diploma of Hospitality Management

**Chef**

**Job brief**

Prepare delicious meals according to menu.

An excellent Chef must be able to follow instructions in cooking and delivering well-prepared meals. They must be deft in moving around the kitchen and apt in multi-tasking. Experience in using various ingredients and cooking techniques is also important. The goal is to help preserve and enhance our reputation so we can expand our clientele.

**Responsibilities**

* Setting up workstations with all needed ingredients and cooking equipment
* Preparing ingredients to use in cooking (chopping and peeling vegetables, cutting meat etc.)
* Cooking food in various utensils or grillers
* Set up workstations with all needed ingredients and cooking equipment
* Prepare ingredients to use in cooking (chopping and peeling vegetables, cutting meat etc.)
* Check food while cooking to stir or turn
* Ensure great presentation by dressing dishes before they are served
* Keep a sanitized and orderly environment in the kitchen
* Ensure all food and other items are stored properly
* Check quality of ingredients
* Monitor stock and place orders when there are shortages

**Requirements**

* Proven experience as cook
* Experience in using cutting tools, cookware and bakeware
* Knowledge of various cooking procedures and methods (grilling, baking, boiling etc.)
* Ability to follow all sanitation procedures
* Ability to work in a team
* Very good communication skills
* Excellent physical condition and stamina
* High school certificate
* Diploma Hospitality Management
* Cert IV Commercial Cookery
* Cert III Commercial Cookery

**Waitperson**

**Responsibilities include:**

* Providing excellent wait service to ensure satisfaction
* Taking customer orders and delivering food and beverages
* Making menu recommendations, answering questions, and sharing additional information with restaurant patrons

Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. Perform well in fast-paced environments, polite with customers and make sure they enjoy their meals. Be a [team](https://resources.workable.com/team-player-interview-questions) player and be able to effectively communicate with kitchen staff to make sure orders are accurate and delivered promptly.

Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays.

Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience for guests.

**Responsibilities**

* Greet and escort customers to their tables
* Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
* Prepare tables by setting up linens, silverware and glasses
* Inform customers about the day’s specials
* Offer menu recommendations upon request
* Up-sell additional products when appropriate
* Take accurate food and drinks orders, using a POS ordering software, order  slips or by memorization
* Check customers’ IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
* Communicate order details to the Kitchen Staff
* Serve food and drink orders
* Check dishes and kitchenware for cleanliness and presentation and report any problems
* Arrange table settings and maintain a tidy dining area
* Deliver checks and collect bill payments
* Carry dirty plates, glasses and silverware to kitchen for cleaning
* Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
* Follow all relevant health department regulations
* Provide excellent customer service to guests

**Requirements**

* Proven work experience as a Waiter or Waitress
* Hands-on experience with cash register and ordering information system (e.g. Revel POS or Toast POS)
* Basic math skills
* Attentiveness and patience for customers
* Excellent presentation skills
* Strong organizational and multitasking skills, with the ability to perform well in a fast-paced environment
* Active listening and effective communication skills
* Team spirit
* Flexibility to work in shifts
* High school certificate: food safety supervisor certificate

**Barrister**

**Barista responsibilities include:**

* Greeting customers as they enter
* Providing customers with drink menus and answering their questions regarding ingredients
* Taking orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)

Barista responsibilities include educating customers on drinks menu, making recommendations based on their preferences, up-selling special items and taking orders. customer service skills and knowledge of how brewing equipment operates. work various shifts.

**Responsibilities**

* Greet customers as they enter
* Give customers drink menus and answer their questions regarding ingredients
* Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
* Prepare beverages following recipes
* Serve beverages and prepared food, like cookies, pastries, and muffins
* Receive and process payments (cash and credit cards)
* Keep the bar area clean
* Maintain stock of clean mugs and plates
* Check if brewing equipment operates properly and report any maintenance needs
* Comply with health and safety regulations
* Communicate customer feedback to managers and recommend new menu items

**Requirements**

* Previous work experience as a Barista or Waitperson
* Hands-on experience with brewing equipment
* Knowledge of sanitation regulations
* Flexibility to work various shifts
* Basic math skills
* Ability to gauge customers’ preferences
* Excellent communication skills
* High school certificate: relevant training is a plus

**Kitchen Hand**

As a Kitchen Hand, you are to support the day-to-day operation of the kitchen through food preparation and dishwashing.

You are a quick-thinking multitasker, who can perform a wide range of tasks in a fast-paced kitchen environment.

It is essential that you are a reliable member of staff who exemplifies great time-management and communication skills.

**To succeed in this role, you will have:**

* A valid Food Safety Certificate
* Capacity to work as part of a team
* Good personal hygiene
* Excellent organisational skills
* Ability to follow directions and safety requirements
* Ability to multitask, prioritise and manage time effectively
* High aptitude for following workplace guidelines, procedures and policies

**Working as part of the kitchen, you will provide support across the following:**

* Assisting the chef in the preparation and cooking of food, as required
* Washing and cleaning utensils and dishes
* Cleaning benches, floors and other kitchen areas
* Disposing of rubbish
* Ensuring the kitchen is clean and sanitary
* Implementing all hygiene and Health & Safety regulations
* Handling, sorting and distributing food items

**Barrington Tennis Academy**

**Staff Position Descriptions**

**Manager**

**Job brief**

Experienced Retail Manager oversee the daily operations of the store. You will be the one to ensure smooth running of operations to maximise sales and minimise costs.

The ideal candidate will have experience as a [store manager](https://resources.workable.com/store-manager-job-description) and knowledge of diverse business subjects such as sales, marketing etc. An effective retail manager will also be able to motivate personnel to perform according to their maximum capacity.

The goal is to manage our store in ways that boost revenues and develop the business.

**Responsibilities**

* Organise all store operations and allocate responsibilities to personnel
* Supervise and guide staff towards maximum performance
* Prepare and control the store’s budget aiming for minimum expenditure and efficiency
* Monitor stock levels and purchases and ensure they stay within budget
* Deal with complaints from customers to maintain the store’s reputation
* Inspect the areas in the store and resolve any issues that might arise
* Plan and oversee in-store promotional events or display
* Keep abreast of market trends to determine the need for improvements in the store
* Analyse sales and revenue reports and make forecasts
* Ensure the store fulfils all legal health and safety guidelines

**Requirements**

* Proven experience as retail manager or in other managerial position
* Knowledge of retail management best practices
* Outstanding communication and interpersonal abilities
* Excellent Organising and leadership skills
* Commercial awareness
* Analytical mind and familiarity with data analysis principles
* Excellent knowledge of retail management software (e.g. MS RMS)
* BSc/BA in business administration, sales or relevant field; MSc/MA is desirable

**Store Assistant**

**Stock and Merchandise Sales Floor**

Store Assistants have to coordinate with stock clerks to replenish items on the floor when they get low. This duty can involve lifting and carrying items short distances. In addition to filling the floor, Store Assistants have to keep the floor Organised according to their employer’s visual merchandising standards.

**Process and Receive Shipment**

Store Assistants also help stock clerks process and receive shipments. They use stock scanning guns and inventory software to check in each box, and then they put it in the stock room neatly.

**Perform Store Opening and Closing Tasks**

The store opening and closing process include several small tasks that are completed by Store Assistants. They are responsible for things like washing windows and mirrors, sweeping the sales floor and Organising items on the sales floor based on company standards.

**Provide Customer Service**

Store Assistants act as the sales staff for retail stores. They use communication skills to identify customer needs, and they use their product knowledge to provide solutions. This duty can also include fielding and diffusing customer complaints.

**Facilitate Transactions**

Store Assistants facilitate transactions in a retail environment using point of sale software. This requires basic math and computer skills, as well as good customer service skills.

**Store Assistant Skills**

The role of Store Assistant doesn’t require many technical skills, but it does require a basic familiarity with computers to operate point of sale software. It also requires one to have product knowledge of whatever their store sells to help customers make informed purchasing decisions. Those who succeed in this position thrive in a fast-paced environment and don’t mind multitasking or frequent task-switching. It is a position that takes strong prioritization skills. Besides these qualities, the following skills are needed to get a job as a store assistant.

* Listening actively to customers to identify their needs
* Using specific product knowledge to provide solutions to customers
* Prioritizing tasks to maximise efficiency each work shift
* Organising items on sales floor based on knowledge of company visual standards
* Defusing upset customers using conflict resolution skills