



Aligned Leisure

ABN 58 608 613 350 ACN 608 613 350
Swinburne Centre, Yarra Park, Richmond
PO Box 48 Richmond VIC 3121
alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Café Attendant
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Albury Wodonga Aquatic Facilities
DEPARTMENT:	Customer Experience
REPORTS TO:	Head of Customer Experience
DIRECT REPORTS:	Nil
TYPE OF EMPLOYMENT:	Casual
KEY RELATIONSHIPS:	Members and guests visiting Albury Wodonga Aquatic Facilities

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

Café Attendants deliver service quality that exceeds the expectations of our customers in every transaction they have with us. Working in the Café, the attendants will be relentless in delivering outstanding service, maximising sales opportunities and building quality relationships with facility users.

This high level of service and relationship building will lead to improved revenues through repeat customers. Our café staff will promote products to customers and look to maximise revenue. They will prepare food and beverages as required to serve our many customers and also undertake POS transactions. They will take pride in the presentation of our café services, ensure food is well stocked and presented and undertake regular cleaning of food preparation, serving and customer areas.

This position will work relentlessly to implement the Aligned Leisure purpose of **CONNECTING TO THRIVE AND WIN**, values of **AWARE, DISCIPLINED, RELENTLESS** and **UNITED**, and associated behaviours throughout the entire team.

Aware + Disciplined
+ Relentless + United

KEY RESPONSIBILITIES:

1. Café preparation, operation, presentation and sales

- Prepare food and beverages to be presented and purchased by our customers, maximising sales opportunities.
- Present a well-stocked, clean and professional café at all times to the customer.
- Process sales accurately in the POS system, capturing customer sales data wherever possible to maximise our re-marketing opportunities.
- Prepare food and beverages in line with training and direction.
- Proactively provide information to customers on other happenings within Albury Wodonga Facilities with a view to maximising our services to the customers.
- Look for upsell and cross sell opportunities based on individual needs.
- Authority to solve customer issues on the spot, without the need to seek approval from a member of the management team. Duty Manager is available to support these decisions.
- Manage stock and stock levels in line with direction from Swim Centre Captain.
- Ensure all complaints are followed up in a timely manner.
- Actively seek customer feedback on service levels.
- Undertake regular cleaning of food preparation, serving and customer areas, including all equipment, surfaces, tables, chairs and floors.
- All administrative duties that are required as part of a successful café function, including health regulation reporting and completion of checklists.
- Ensure all reports, checklists and procedures are completed and signed off by the Café Captain or Duty Captain.

2. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

Cafe may from time to time be required to undertake other tasks as directed by the Head of Customer Experience or the Swim Centre Captains.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Experience in delivering exceptional customer service.
- First Aid and CPR Certificate.
- Food Handling Certificate
- Working with Children Check.

PERSONAL ATTRIBUTES:

- Customer focused.
- Understands/enjoys the leisure industry and motivated to serve Aligned Leisure.
- Relentless in their approach to sales and service.

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APPROVED: SHANE DUNNE

Chief Executive Officer, Aligned Leisure

27 June 2019

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