



Barista/Customer Service Position Description – Little Teapot Café & Play –

January 2023

About us

We are a faith based, not for profit charity that works alongside the local church in Lara. We've been open for 6 years now and have a team of about 30 staff and community volunteers from all backgrounds and walks of life that serve with us to create the most welcoming, home away from home for parents in Lara and beyond. You can find out more about Little Teapot by heading to www.littleteapot.co

Vision

Little Teapot Café & Play exists to pour out love - "Tip Us Over Pour Us Out"

Mission

With a heart full of love, we are a passionate community of staff and volunteers that dream of seeing every person connected and loved for who they are. When you come across Little Teapot, you'll find a faith based charity that partners with the local church to create THE most welcoming and inviting café for families with children, ever!

The staff and team of community volunteers provide a warm environment, support programs, opportunities to connect and the most caring, friendly service. We aim to make sure each person finds community, hope and most of all ...knows that they are loved.

"We hope to be so much more than a family friendly café, we dream of being a home away from home."

Values

At Little Teapot our hope is families experience LOVE at Little Teapot, their home away from home. We hope they experience:

- L O V E generously
- Overflowing kindness, acceptance & respect
- a Very welcoming home away from home
- Excellence in all that is served

We believe God loves us this way. As a community we long to be Tipped Over and Poured out to love others in this way too. "Tip Us Over Pour Us Out"



Role of the Barista/Customer Service - Casual

This role works with the Café Manager and team at Little Teapot, and contributes to seeing the vision achieved of 'Pouring out love' by producing the most amazing coffee and hot drinks, ensuring the café is staying up to date with coffee trends, recipes and presentation at Little Teapot and ensuring the coffee area and equipment is well maintained. This role is also required to serve Customers in a friendly and efficient manner and on occasion assists with helping to Open and Close the Café.

This includes:

Key Responsibilities

1. Our Barista/Customer Service role will understand and be committed to the vision, mission and values of Little Teapot. Through example they will work to encourage the team of staff and volunteers in the cafe by displaying the values, abiding by the Code of Conduct and working towards the faith based mission.
2. They will contribute to ensuring that customers are experiencing the most excellent friendly, efficient service that goes over and above in person, over the phone and in any interaction in other forms.
3. When it comes to all things coffee, our Barista/Customer Service will make sure each coffee is made excellently, presented beautifully and served as quickly as possible. Take away coffees need to be served within 5 minutes and dine in ideally between 5-10 mins of the order being taken. The Barista will assist with stock control with the Café Manager, will ensure cleaning processes are followed, will liaise with the Café Manager regarding equipment repair and maintenance
4. When not serving coffees/hot drinks the Barista/Customer Service role will quickly look to assist on POS, the floor and in the toaster corner if required ensuring customers are served quickly, food is delivered quickly and tables are kept clean and disinfected after use.
5. The Barista/Customer Service will Assist the Café Manager by ensuring that the Opening, Closing and Safety processes are followed and that everyone takes responsibility for OHS issues as they arise.

Remuneration/Hours

We are currently seeking expressions of interest for a potential Friday casual shift working 9.15 – 2.30pm as well as other back up shifts as required. Hours and days tbc. The hourly rate is \$17.08 per hour (17 years) through to \$28.46 per hour (if over 20 years).

Experience

Our Barista will need to have at least 6 months Barista experience preferably in a dine in café setting with the ability to efficiently serve beautiful coffees with basic latte art. They will need to be very friendly and love serving customers. They will also need to understand who Little Teapot and what we are all about.