

Position Title: FSA (Food Service Agent)
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Reports to: Ross Fairleigh/ Any Manager or Supervisor.

Person Specification

Essential Criteria.

- 1) A bright, outgoing friendly disposition.
- 2) Be able to follow direction and work as a team member.
- 3) Able to work a flexible roster including weekends, evenings and public holidays.
- 4) Be well groomed.
- 5) Possess job competent literacy, numeric and communication skills.
- 6) Be in good health and have a degree of fitness that will cope with a physically demanding workplace.
- 7) Agree to a pre-employment medical check.
- 8) Reside in a location that requires no more than 30 minutes traveling time to work.
- 9) Physical ability to stand for extended periods and to move and handle boxes of food and beverage materials throughout the facility, which entails lifting, and perform all functions as set forth above.
- 10) Respects their peers and supervisors by being on time for every shift and work with management in finding coverage for shifts they can't work.
- 11) Work overtime as needed.
- 12) Be competent in food safety.

Performance Criteria

The incumbent in this position will:

- 1) Follow at all times the Megamania mission statement, goals, objectives and rules.
- 2) Complete with a high degree of accuracy all required documentation.
- 3) Project a positive image and smile, smile, smile.
- 4) Following recipe and portion guidelines for all food and drink products.
- 5) Constantly monitor all areas for cleanliness and safety.
- 6) Work in any area as the need arises.
- 7) Handle guest complaints promptly and in a fashion that results in a positive outcome.
- 8) Assist with and ensure that the Megamania's cost/profit targets are met.

Job Sections

The position has several sections. You may be required to work (subject to training and qualifications) in all or any or all of these areas.

1. Barista
2. C.R.A (Customer Relations Agent)
3. F.P. (Food presenters)
4. C.S.A.(Customer service Agents)
5. K.P. (Kitchen Porter.)
6. Line Cook, Fryer Operations

Barista

In the traditions of Italy the master Barista was the quintessential coffee drink preparation expert.

A Barista brews The Perfect Cup of Coffee and prepares spectacular Cappuccinos and Lattes as well as a whole range of other beverage recipes along with exquisite Espresso Cuisine.

The Barista is the foundation of the café. The Barista is responsible for honoring each and every guest by providing excellent guest service. They are also responsible for educating guests about our premium coffees, teas, beverages and Café cuisine. The Barista is a true professional that fulfills any additional duties the Café Manager, Assistant Manager, or Shift Leader assigns. They display a positive attitude at all times to ensure the return of our guests who are the reason for our business.

Tasks and Responsibilities:

- Ensure that each guest receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other aspects of guest service.
- Initiates dialogue and develops rapport with guests by learning their names, favorite drinks and food items.
- Accurately processes transactions through the POS and count back change to guests.
- Complete production, plating and garnishing of beverage/food items to specification.
- Expedite the timely and accurate delivery of drink/food orders. Call for help if under pressure.

- Maintain an awareness of all promotions and advertisements.
- Communicate guest complaints & requests to management.
- Maintain orderly appearance of café work area and supplies stocked.

Skills and Competencies:

- Ability to process and complete food order data.
- Ability to communicate with associates and guests.
- Ability to read, count, and write to accurately complete all documentation.
- Ability to operate all equipment necessary to perform the job.

Food Presenter

A food presenter is responsible for delivering food of a high standard only to our guests maintaining outstanding guest service as per Company standards, plating and garnishing.

Tasks and Responsibilities:

- Ensure that each guest receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other aspects of guest service.
- Complete plating and garnishing of meals to specification.
- Expedite the timely and accurate delivery of meal orders.
- Maintain an awareness of all promotions and advertisements.
- Communicate guest requests to management.
- Maintain orderly appearance of food delivery area and supplies stocked.
- Any other tasks as assigned from time to time by any manager.

Skills and Competencies:

- Ability to process and complete food order data.

- Ability to communicate with associates and guests
- Ability to read, count, and write to accurately complete all documentation
- Ability to operate all equipment necessary to perform the job.

Customer Relations Agent

The Customer Relations Agent is responsible for maximising revenue, maintaining outstanding guest service as per Company standards, processing sales quickly, accurately and efficiently, cash register operations and safeguarding company assets.

Tasks and Responsibilities:

- Ensure that each guest receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other aspects of guest service.
- Match all customer needs with services provided by the company.
- Maintain an awareness of all promotions and advertisements.
- Accurately and efficiently ring on registers and accurately maintain all cash and media at the registers.
- Communicate guest requests to management.
- Maintain orderly appearance of register area and supplies stocked.
- Any other tasks as assigned from time to time by any manager.

Skills and Competencies:

- Ability to process information/merchandise through register system
- Ability to communicate with associates and guests
- Ability to read, count, and write to accurately complete all documentation
- Ability to operate all equipment necessary to perform the job

Customer Service Agent

The CSA is responsible for ensuring our guests comfort. The CSA greets and seats. Informs guests of facilities and amenities, clear glasses, plates and cutlery. Dishes may be cleared between courses or at the end of the meal. The CSA scrapes the dishes, separates the cutlery, stacks the dishes and takes them on a trolley to the dishwashing area.

Once guests have left the table, CSA typically wipe the tabletop clean or and set the table as needed for the next group of guests.

Before or after the restaurant opens, CSA may be responsible for mopping or vacuuming the floor, cleaning toilets and taking out the garbage. On busy nights, they may also assist with dish washing and cleaning the kitchen.

Tasks and Responsibilities:

- Ensure that each guest receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other aspects of guest service.
- Keep dining areas clean and tidy at all times.
- Communicate guest requests to management.
- Maintain orderly appearance of condiment/cutlery station and supplies stocked.
- Assist in restocking cutlery and crockery.
- Any other tasks as assigned from time to time by any manager.

Skills and Competencies:

- Ability to constantly monitor and correct all areas for cleanliness and safety.
- Ability to communicate with associates and guests.
- Ability to operate all equipment necessary to perform the job.

Kitchen Porter

Sparkling glasses, crockery and cutlery make a good impression on restaurant customers. A clean table setting suggests that the restaurant will offer good service and wholesome food. The person responsible for providing clean tableware is the Kitchen Porter.

After customers have completed their meal, CSA's takes the dirty dishes to the dishwasher. Kitchen Porters scrape, sort, and stack the dishes, and then load them into dishwashing machines. When the dishes are clean, K.P.s unload them and put them in their proper places so that others can find them.

Kitchen Porters also are responsible for cleaning and sanitising pot, pans and other kitchen utensils.

The Kitchen Porter/Dishwasher performs any combination of following duties to maintain kitchen work areas and restaurant equipment and utensils in clean and orderly condition: Sweeps and mops floors, Washes worktables, walls, refrigerators, Segregate and remove garbage.

At times the Kitchen Porter will also assist Chefs with food preparation and receiving and storage of incoming goods.

Tasks and Responsibilities

- Clean all items to a high standard. Inspect dishes and utensils after washing to ensure their cleanliness before the staff uses them to serve food to customers.
- Remove all garbage and clean bins daily.
- Complete dishwasher maintenance.
- Refill chemical dispensing bottles for all sections.

- Responsible for completing daily and weekly cleaning lists.
- Responsible for completing special cleaning tasks.
- Assist in restocking cutlery and crockery.
- Keep floors clean and tidy, wash floors at end of shift.
- Receive and store goods.
- Any other tasks as assigned from time to time by any manager

Skills and Competencies

- Have sufficient speed and efficiency to keep up with work volume during peak serving hours.
- Have a thorough understanding of cleaning/ sanitation chemicals.
- Ability to communicate with associates and guests.
- Ability to operate all equipment necessary to perform the job

Line Cook-Fryer Operations

A Deep Fry cook operates the deep fryer, preparing, cooking and serving food fried food. Deep-fry cooks also keep their work areas clean in accordance with the cleaning schedule.

Tasks and Responsibilities

- Able to turn on and shutdown fryer station.
- Cook products to specification as outlined in the standard recipe card.
- Assist with food preparation and kitchen cleaning
- Receive and store goods.

Skills and Competencies

- Have sufficient speed and efficiency to keep up with work volume during peak serving hours.
- Ability to communicate with other team members.
- Ability to operate all equipment necessary to perform the job
- Ability to read, count, and write to accurately complete all documentation
- Able to ascertain the degree of cooking by observation of colour.