



Café Attendant

Classification:	Fitness Industry Award Level 1 - 2		
Date Reviewed:	June 2024		
Department:	Cafe	Reporting to:	Food & Beverage Coordinator
Approved by:	General Manager Commercial and Community Partnerships		

About South East Leisure

South East Leisure are a leisure management company based in the City of Greater Dandenong with a vision to enhance the health and wellbeing of our community by providing sustainable world class experiences.

We, at South East Leisure pride ourselves on being driven by our values:

CARE – We care about our people, our actions, and our outcomes

OPEN – We are honest, transparent, and respectful in our actions

FUN – We work hard, we have fun and celebrate our success

SUSTAINABLE – We provide commercially and environmentally sustainable outcomes

South East Leisure manage and operate the four major leisure facilities in the Greater Dandenong area:

- Dandenong Oasis
- Noble Park Aquatic Centre
- Springers Leisure Centre
- Dandenong Stadium

We are committed to building a team full of positive, hardworking, and adaptable superstars. In return for your passion and commitment, we will:

- Provide you with flexibility in your role - We are passionate about creating a healthy work life balance
- Encourage you to contribute to our social and environmental outcomes
- We are passionate about creating a positive social impact and are always exploring ways that we can implement environmentally sustainable improvements.
- We will always value and listen to your ideas into ways we can improve our programs, services and business.

About the role

Café Attendants deliver high-quality service, enhancing customer experience and driving revenue by promoting products, maintaining high standards of café preparation, presentation, cleaning, and ensuring a welcoming atmosphere.



Key Responsibilities and Specialist Skills

- Provide a high standard of service to all customers
- Respond effectively to customer enquiries
- Receipt and processing of customer payments
- Food service, presentation, and plating of food
- Preparation of food and products
- Clearing and cleaning of tables and chairs
- Coffee making and machine maintenance
- Replenishment of products
- Provide a high standard of service to all customers, following the organisations standards for achieving service excellence
- Assist with event catering
- Setup and pack up of facility areas
- Maintain café cleanliness
- Promote a positive safety culture
- Processing financial transactions and end of shift reconciliation
- Stay informed about all communications to ensure you are aware of and understand company policies, procedures, and updates.
- Other duties as required

Qualifications and Experience

- HLTAID011 – Provide First Aid
- HLTAID009 – Provide cardiopulmonary resuscitation. (CPR)
- Current Working with Children Employee Check
- Satisfactory National Police Check (funded by SEL)

Desirable

- Responsible Service of Alcohol
- Food handling certificate
- Food Allergy Training
- Barista training

Organisational Relationship/Context

Reports to

Food & Beverage Coordinator

Major contacts

Internal Liaisons

- Leadership team
- Internal staff team

External Liaisons



Purpose

Creating active, connected communities.



Vision

Providing sustainable world class experiences that enhance the overall health and wellbeing of the community.

- Members
- User Groups

Equal Opportunity

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Safeguarding Children and vulnerable adults Commitment

SEL wants children and vulnerable adults to be safe, feel safe, happy, and empowered; we take all reasonable steps to ensure candidates are appropriately screened and to employ skilled staff to work with children and vulnerable adults and have zero tolerance for all forms of harm.



PHYSICAL REQUIREMENTS OF POSITION

POSITION TITLE	Café Attendant	DEPARTMENT	Cafe
REPORTS TO	Food & Beverage Coordinator	DATE REVIEWED	12/06/2024

PHYSICAL REQUIREMENTS	Performed Frequently More than 2 hours per shift, or continually for 30 minutes.	Performed Sometimes Less than 2 hours per shift.	Rarely Performed Infrequent / ad-hoc
Keyboard duties		✓	
Reading tasks		✓	
Writing tasks			✓
Sitting			✓
Walking / Standing	✓		
Driving Car			✓
Lifting / carrying (Light) < 10kg	✓		
Lifting / carrying (Heavy) > 10kg		✓	
Pushing / pulling (Light) < 10kg	✓		
Pushing / pulling (Heavy) > 10kg		✓	
Cutting (knife work)	✓		
Bending		✓	
Kneeling / squatting		✓	
Climbing (stairs, ladders, scaffold)			✓
Exposure to hazardous substances / dangerous goods		✓	
Exposure to blood / bodily fluids / human waste			✓
Exposure to dust / dirt			✓
Stress – difficult customers			✓
Stress – resolving conflict scenarios			✓
Stress – tight deadlines		✓	
Stress – other (specify)			✓
Exposure to noise > 85dB			✓
Exposure to wet environment (including working in pool water)		✓	
Exposure to hot temperatures (up to 39°C)		✓	
Continuous concentration	✓		

MINIMUM PHYSICAL REQUIREMENTS	Yes	No
Ability to swim a minimum of 200 metres of a survival stroke		✓
Ability to team-lift a patient out of a pool during a rescue situation		✓
Ability to tow a patient for a minimum of 25 metres in a pool during a rescue situation		✓
Ability to perform Cardio Pulmonary Resuscitation (CPR) for an extended period of time	✓	
Sustained cardio-vascular training		✓

Declaration

It is essential to disclose any pre-existing illnesses, injuries, or conditions that may affect their ability to meet these physical requirements before employment or as soon as they become aware of them.