



# Kooljaman

at Cape Leveque

## **Kooljaman Raugis**

Job Title – *Front of House, Raugis*

Department – *Restaurant*

Reports to – *Head Chef*

### **Nature and scope of position**

Assist with preparation for the daily activities at Raugis. Make great coffee, wait tables, take part in light kitchen duties. Interact and liaise with providers of cultural experiences, tour providers and guests. Present a happy can-do attitude providing friendly and helpful service at all times.

### **Responsibilities**

- Meet the needs of guests within the restaurant.
- Prepare food and beverages as directed.
- Provide excellent table service
- Accurately enter all sales ensuring correct policies and procedures are followed.
- Greet all guests – house, charter, day visitor, local people in a friendly and appropriate manner.
- Calculate bills, process payments, undertake sales.
- Ensure restaurant area is neat, clean and stock is presented in an attractive way.
- Ensure guest complaints are received respectfully and refer to management where unable to satisfy a guest's requirements to guest satisfaction.
- Proactively engage guests in Kooljaman dining options, and liaise with colleagues.
- Potwash
- Other duties as reasonably requested by management.

### **Key Competencies**

- At least 2 years experience working in a fast paced café/restaurant.
- Ability to tolerate hot working conditions
- Ability to work under pressure to high standards
- Customer focussed
- Reliable and able to work flexible shifts
- Able to work well within a small team of varying abilities
- Experienced barista
- Able to plan and carry out work efficiently
- High personal integrity, honest
- Can carry 3 plates and manage drink tray service
- Impeccable presentation, hygiene and grooming

To apply for this role please address the key competencies and detail your experience for this role.

Applications that do not address the key competencies will not be considered.

Please see FAQ's on the Kooljaman website to answer any queries you may have prior to emailing for further information regarding this role.

Should you have further queries please email [manager@kooljaman.com.au](mailto:manager@kooljaman.com.au)