

Hotel Barista Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Hotel Barista / Coffee Attendant / Lobby Cafe Barista

1.2 Position Summary

The Hotel Barista is responsible for preparing and serving high-quality coffee and beverages to hotel guests in the lobby cafe, restaurant or through room service. This role involves operating espresso machines, creating specialty coffee drinks, maintaining beverage quality standards, providing excellent customer service and ensuring the coffee station area is clean, organised and well-stocked.

The position requires coffee-making expertise, knowledge of different brewing methods, attention to beverage presentation, strong customer service skills and the ability to work efficiently during busy breakfast and service periods. The Hotel Barista contributes to the guest experience through quality coffee service and friendly, professional interactions.

1.3 Reporting Structure

This position reports to:

- Food and Beverage Manager
- Restaurant Manager / Cafe Manager
- Breakfast Supervisor (during breakfast service)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on hotel occupancy)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Coffee Preparation and Service

- Prepare espresso-based beverages including lattes, cappuccinos, flat whites and macchiatos
- Operate commercial espresso machines and grinders
- Steam and texture milk to correct consistency and temperature
- Create latte art for beverage presentation
- Prepare filter coffee, cold brew and specialty brewing methods
- Make hot chocolate, chai lattes and tea beverages
- Prepare iced coffee drinks and frappes

- Ensure consistent quality and taste across all beverages

2.2 Customer Service and Orders

- Greet guests warmly and take coffee orders
- Provide recommendations and explain menu options
- Remember regular guests and their preferred drinks
- Handle special requests including dietary requirements
- Process orders efficiently during busy periods
- Serve beverages with professional presentation
- Engage in friendly conversation with guests
- Handle guest feedback and concerns professionally

2.3 Room Service Coffee Preparation

- Prepare coffee orders for room service delivery
- Package beverages appropriately for transport
- Coordinate with room service team on timing
- Prepare coffee setups for in-room coffee makers
- Ensure beverage temperature is maintained during delivery
- Include appropriate accompaniments (sugar, milk, biscuits)

2.4 Breakfast and Event Service

- Operate coffee station during breakfast service
- Manage high-volume coffee service efficiently
- Prepare coffee for conferences and events
- Set up mobile coffee stations for functions
- Maintain service flow during peak breakfast periods
- Coordinate with kitchen on breakfast beverage orders
- Prepare coffee urns and batch brewing for large groups

2.5 Equipment Operation and Maintenance

- Operate and maintain espresso machines according to procedures
- Adjust grinder settings for optimal extraction
- Clean and backflush espresso machines regularly
- Maintain milk steamers and wands
- Descale machines as per maintenance schedule
- Report equipment faults or malfunctions immediately
- Calibrate equipment for consistent quality
- Follow manufacturer guidelines for machine care

2.6 Stock Management and Ordering

- Monitor coffee bean, milk and supply levels
- Order stock to ensure adequate inventory
- Receive and store coffee deliveries properly
- Rotate stock using first-in-first-out principles
- Check expiry dates on milk and perishables
- Maintain inventory of cups, lids, stirrers and takeaway supplies
- Manage specialty milk alternatives (soy, almond, oat)
- Source and recommend quality coffee suppliers

2.7 Hygiene and Cleanliness

- Maintain immaculate cleanliness of coffee station and equipment
- Clean espresso machines and grinders throughout shift
- Wipe down counters, steam wands and work surfaces continuously
- Wash and sanitise utensils, jugs and equipment
- Empty and clean drip trays and waste containers
- Follow food safety and hygiene standards
- Dispose of coffee grounds and waste properly
- Maintain organised, clutter-free work area

2.8 Cash Handling and Payment Processing

- Process cash and card payments for coffee sales
- Operate point-of-sale system accurately
- Charge orders to guest rooms when requested
- Handle cash float and reconcile transactions
- Issue receipts and process refunds if required
- Balance till at end of shift

3. Required Skills and Attributes

3.1 Essential Skills

Coffee-Making Expertise

Demonstrated barista skills with ability to prepare quality espresso-based beverages. Knowledge of coffee extraction, grind size, tamping and milk texturing. Understanding of different coffee beans and roast profiles. Ability to create consistent, cafe-quality drinks. Latte art skills desirable.

Customer Service Excellence

Friendly, welcoming personality with genuine hospitality. Ability to engage with guests and create positive experiences. Professional service delivery under pressure. Patience and courtesy even during busy periods. Strong interpersonal communication skills.

Technical Competency

Proficiency with commercial espresso machines and grinders. Understanding of equipment maintenance and troubleshooting. Ability to adjust machine settings for optimal performance. Knowledge of hygiene and food safety practices. POS system operation skills.

Efficiency and Multitasking

Ability to manage multiple orders simultaneously during busy periods. Fast, efficient workflow without compromising quality. Good time management and prioritisation. Capability to work under pressure while maintaining service standards. Physical stamina for extended periods at coffee station.

3.2 Personal Attributes

- Passionate about coffee and hospitality
- Professional appearance and grooming
- Friendly, energetic personality
- Attention to detail in beverage preparation
- Pride in craftsmanship and presentation
- Reliable and punctual (breakfast service cannot start late)
- Team player willing to assist colleagues
- Positive attitude and enthusiasm
- Commitment to cleanliness and hygiene
- Flexibility regarding early morning starts

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Proven barista experience (minimum 6-12 months)
- Ability to work early morning shifts (from 5:30-6:00am)
- Ability to work weekends and public holidays
- Current food safety certificate or willingness to obtain
- Physical capability to stand for extended periods

4.2 Desirable Qualifications

- Formal barista training or coffee course certification
- Experience in hotel or high-volume cafe environment
- Latte art skills
- Certificate II or III in Hospitality
- Responsible Service of Alcohol (RSA) if serving in restaurant/bar
- Knowledge of specialty coffee and brewing methods

- Experience with commercial espresso machines (La Marzocco, Synesso, etc.)

4.3 Experience

Previous barista experience in a cafe, restaurant or hotel is essential. Candidates must demonstrate competency in preparing espresso-based beverages and operating commercial coffee equipment. Experience in high-volume service environments is highly regarded. Hospitality or customer service background is advantageous.

5. Working Conditions

5.1 Hours of Work

- Early morning starts for breakfast service (typically 5:30am-6:00am start)
- Regular work on weekends and public holidays
- Shifts typically 6-8 hours
- May include afternoon shifts for lobby cafe or events
- Peak periods during breakfast (6:30am-9:30am)
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing for entire shift at coffee station (4-8 hours)
- Repetitive arm movements for steaming milk and operating equipment
- Lifting coffee bean bags and milk crates (up to 15kg)
- Manual dexterity for precise coffee preparation
- Tolerance for hot equipment and steam exposure
- Fast-paced physical work during busy periods

5.3 Work Environment

- Indoor hotel lobby cafe, restaurant or dedicated coffee station
- Air-conditioned environment
- Exposure to coffee machine heat and steam
- Constant interaction with guests
- Fast-paced during breakfast and peak periods
- May work alone during quiet periods
- Noise from espresso machines and grinders

5.4 Uniform and Presentation

- Uniform provided (typically apron, shirt and trousers)
- Professional grooming standards
- Closed, non-slip professional footwear

- Hair tied back and neat
- Minimal jewellery (hygiene requirements)
- Name badge worn at all times
- Clean, pressed uniform for each shift

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Hotel Baristas are generally classified under the award as:

- Level 2: Barista with standard coffee preparation duties
- Level 3: Senior barista with advanced skills, training responsibilities or specialty techniques

The specific classification level will be determined based on the duties performed, technical skills and experience level.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Early morning starts (before 7am): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time (essential for breakfast service setup)
- Maintain professional appearance and hygiene standards
- Treat all guests and colleagues with courtesy and respect
- Follow food safety and hygiene protocols strictly
- Represent hotel brand positively
- Notify management of absence immediately

7.2 Service Excellence

- Prepare every beverage with care and consistency
- Greet every guest warmly and serve with genuine hospitality
- Take pride in beverage presentation and quality
- Remember regular guests and their preferences
- Handle busy periods calmly and efficiently
- Go above and beyond to exceed guest expectations

7.3 Quality and Consistency

- Maintain consistent quality across all beverages
- Follow recipes and standards precisely
- Taste-test coffee throughout shift to ensure quality
- Adjust equipment settings when needed
- Never serve substandard coffee - remake if necessary
- Take ownership of beverage quality

7.4 Cleanliness and Organisation

- Keep coffee station immaculate at all times
- Clean equipment continuously throughout shift
- Maintain organised, efficient workspace
- Follow hygiene procedures strictly
- Perform thorough end-of-shift cleaning
- Report maintenance issues promptly

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting barista experience
- Cover letter outlining coffee skills and availability for early starts
- Copies of relevant certificates (barista training, food safety)
- Contact details for two professional referees
- Photos of latte art or coffee work (optional but encouraged)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to discuss experience and availability

- Practical barista skills assessment
- Coffee tasting and quality evaluation
- Reference checks
- Trial shift (may be offered)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____