



Job Description – Trainee Barista

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Position Title: Trainee Barista

Department: Food and Beverage

Reports To: Café Supervisor / Restaurant Manager

Version: 1.0

Job Overview

The Trainee Barista role offers hands-on experience in coffee preparation, beverage service, and café operations across Grand Royale Group's hospitality venues. This entry-level position is designed for individuals eager to develop barista skills, learn customer service, and contribute to creating an exceptional café experience. The position provides structured training under experienced baristas and café supervisors.

Key Responsibilities

Coffee & Beverage Preparation

- Assist in preparing espresso-based and specialty coffee beverages.
- Learn correct techniques for coffee grinding, extraction, and milk texturing.
- Maintain quality, consistency, and presentation of all drinks served.
- Support café operations during peak hours under supervision.

Customer Service & Presentation

- Greet and serve customers with a friendly and professional attitude.
- Take orders accurately and process transactions using POS systems.
- Maintain cleanliness and presentation of the café service area.
- Respond promptly to customer feedback and requests.

Health, Safety & Hygiene

- Adhere to food safety and hygiene practices at all times.
- Ensure equipment is cleaned and sanitised daily.
- Follow WHS procedures and report any hazards or equipment faults.
- Assist with restocking and rotation of coffee beans, milk, and supplies.





Learning & Development

- Participate in barista training sessions and workplace mentoring.
- Gain product knowledge about coffee beans, brewing methods, and customer preferences.
- Develop communication and time management skills.
- Demonstrate continuous improvement and willingness to learn.

Qualifications and Experience

- No prior experience required – training will be provided.
- Certificate II or III in Hospitality (or currently studying) preferred.
- Strong interest in coffee culture and customer service.
- Excellent communication and interpersonal skills.
- Availability to work flexible shifts, including weekends and mornings.

Skills and Competencies

- Enthusiastic and customer-focused attitude.
- Ability to work in a fast-paced team environment.
- High attention to detail and cleanliness.
- Good time management and reliability.
- Eagerness to learn and grow within the hospitality industry.

Working Conditions

This is a part-time or casual role based at Grand Royale Group's café and restaurant venues in Gold Coast, Queensland. The position may involve early morning, weekend, or public holiday shifts depending on business requirements.

Key Performance Indicators (KPIs)

- Quality and consistency of beverage preparation.
- Customer satisfaction and service feedback.
- Adherence to hygiene and safety standards.
- Punctuality and teamwork.
- Progress in training and skill development.

Company Values and Culture

Grand Royale Group values passion, professionalism, and continuous learning. The organisation promotes a culture of excellence, respect, and collaboration. The Trainee Barista contributes to this vision by learning to deliver outstanding service and coffee experiences.





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Career Path

This role provides a pathway into permanent positions such as Barista, Café Supervisor, or Food and Beverage Attendant within Grand Royale Group or other premium hospitality venues.

