

Job Title: Cashier cum Beverage Crew

Department: Operations / Outlet Operations

Reports To: Outlet Supervisor / Store Manager

Job Summary:

The Cashier cum Beverage Crew is responsible for providing excellent customer service, handling cashiering duties accurately, preparing beverages according to company standards, and maintaining cleanliness and hygiene within the outlet. The role requires a positive attitude, teamwork, and the ability to work efficiently in a fast-paced environment.

Key Responsibilities:

Cashiering Duties:

- Greet customers in a friendly and professional manner.
- Process customer orders and payments accurately using the POS system.
- Handle cash, credit card, and digital payment transactions.
- Issue receipts and ensure proper cash handling procedures are followed.
- Perform opening and closing cashier duties, including cash reconciliation.
- Attend to customer inquiries and resolve basic customer concerns promptly.

Beverage Preparation Duties:

- Prepare and serve beverages according to company recipes and standards.
- Ensure beverage quality, presentation, and consistency at all times.
- Replenish ingredients and supplies as required.
- Monitor stock levels and report shortages to the supervisor.
- Follow food safety and hygiene regulations during beverage preparation.

Outlet Operations:

- Maintain cleanliness and tidiness of the cashier counter, beverage station, and dining area.
- Assist with daily outlet operations and housekeeping duties.
- Ensure equipment is properly cleaned and maintained.
- Adhere to company policies, SOPs, and safety guidelines.
- Support team members and perform other duties assigned by management.

Requirements:

- Minimum Primary/Secondary School education.
- Previous experience in F&B, retail, cashiering, or customer service is an advantage.
- Basic knowledge of POS systems and cash handling.
- Good communication and interpersonal skills.
- Positive attitude and customer-oriented mindset.
- Able to work shifts, weekends, and public holidays.
- Able to work independently and as part of a team.

Preferred Skills:

- Experience in beverage preparation (coffee, tea, juices, or specialty drinks).
- Strong attention to detail and accuracy.
- Ability to multitask in a fast-paced environment.

Working Conditions:

- Retail/F&B outlet environment.
- Standing for extended periods.
- Shift work, including weekends and public holidays.

Benefits:

- Annual Leave
- Medical Benefits
- Staff Discount
- Performance Incentives (where applicable)
- Training and Career Development Opportunities