

Position Description

POSITION: Food and Beverage Attendant

SALARY: Level 2, Restaurant Industry Award, 2020

CATEGORY: Casual

POSITION OBJECTIVES

To serve food and beverages to customers in an efficient, professional, and courteous manner, ensuring an excellent experience for each customer.

KEY RESPONSIBILITIES

Operational:

- Provision of outstanding customer service
- Have a thorough understanding and knowledge of all Food and Beverage offerings, operations, and general venue information.
- Cafe and bar day-to-day operational duties, including but not limited to food handling, general cleaning duties, barista service, bar service, and stock management.
- Assist the senior Food & Beverage management team with any relevant duties to ensure operations meet customer's expectations and service delivery requirements.
- Ensure food service area is prepared and maintained to standard specifications.
- Prepare cutlery, napkins, and condiments, restocking stations according to standards!
- Food preparation and plating to a high standard, as required.
- Respond professionally to requests from customers and management.

Communication:

- Listen and communicate clearly with customers, colleagues, and management to ensure the efficient delivery of Food and Beverage services.
- Attend training sessions as required.
- Handle customer enquires in a courteous and efficient manner.
- Ensure any issues or complaints that you cannot immediately be resolved are communicated to the senior Food & Beverage management team.

Work Health and Safety

- Abide by company's Work Health and Safety Policy and Procedures ensuring that you take reasonable care for your own health and safety and for those around you.
- Ensure any matter which you believe is in breach of the Work Health and Safety policy is communicated to the relevant members of staff immediately.

General

- Report for duty on time in full correct attire.
- Adopt a friendly, courteous, and professional approach always when dealing with other staff, managers, and customers.
- Demonstrate a positive, team orientated, helpful attitude.
- Maintain confidentiality at all times.
- Consistently adhere to the rules, policies and procedures as issued from time to time by Management.
- Ensure a high standard of personal and professional presentation reflecting the high standards of the food and beverage service in our venue.
- Ensure you are familiar with the company's Service Delivery Plan and the standards that need to be met by the Food and Beverage team.
- Maintain a thorough knowledge of all policies and procedures which relates to this position and other information as required.

ORGANISATIONAL RELATIONSHIPS

Reports To: Food & Beverage Services Manager, Shift Manager for day-to-day matters
Internal Liaisons: Staff
External Liaisons: Customers, venue patrons, suppliers

SKILL REQUIREMENTS

Essential Criteria:

- Previous experience working in hospitality.
- Previous experience working in an event space.
- Current RSA (Responsible Service of Alcohol).
- Barista experience.
- Available weekends, nights, and public holidays.

Desirable Criteria:

- Previous cash handling responsibilities
- First Aid Certificate