



ABN: 59 087 445 654

Position Description

Position Title:	Food & Beverage Attendant
Position Type:	Casual
Award & Classification	Restaurant Industry Award 2020 Level 2, Food & Beverage Attendant Grade 2
Location:	Mayura Station's Tasting Room Restaurant – Millicent
Supervisor/Manager:	Front of House Coordinator
Position last updated:	August 2023
Status:	Under Recruitment

MAIN DUTIES/RESPONSIBILITIES:

Food & Beverage Attendants are employed by restaurants or bars and are responsible for handling reservations, greeting customers, taking orders, bringing dishes, and cleaning tables. They may also need to handle customer complaints and special requirements ensuring customers are served in a professional and timely manner. Follow hygienic food and beverage handling procedures. Provide general assistance in cleaning in kitchen and function areas, as directed.

In our work environment, the Food & Beverage Attendant is required to maintain professional standards of customer service and provide an environment that ensures clients and users of the Mayura Station Tasting Room enjoy and exceptional dining experience that makes them want to return.

The main objective of this role is to meet and greet clients, attend to client needs including the taking of orders, service of food and beverage and maintaining the dining and tasting areas in a neat, tidy and clean condition before, during and after events.

The Food & Beverage Attendant will work under general supervision and guidance of the Front of House Coordinator and advice is always available from the Head Chef / Restaurant Manager or the Chef team. At times the incumbent may be required to work unsupervised. It is expected the Food & Beverage Attendant will develop their Sommelier skills throughout the term of employment. The incumbent will be required to select and help develop processes from a range of existing techniques, systems, equipment or methods in a defined range of recurring work situations.

SKILLS & EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications:

- Certificate III in Hospitality Operators / Specialising in Food & Beverage – not essential.
- Responsible Service of Alcohol Certified.
- First aid certificate.
- A current driver's license is required for this position.
- Current National Police Clearance (required prior to appointment to the role)

Experience:

- A minimum of 2-3 years' experience in a Food & Beverage Attendant role.
- Sommelier skills are an advantage.
- The incumbent must have previous involvement in a hospitality venue / professional restaurant.

Skills:

- Strong customer focussed approach.
- Demonstrated ability to learn modern techniques and methods.
- Treats people with respect regardless of their status or position by keeping commitments and inspiring trust of others
- Works with integrity and ethically
- Reacts well under pressure
- Takes responsibility for own actions
- Punctual and reliable
- Possess competent computer skills with a sound understanding of Point of Sale (POS) systems.
- Ability to accurately and timely compile and process billing and cash receipting at each sitting.
- Ability to understand and provide basic food preparation, exercise superior serving techniques and compliant cleaning procedures.

- **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk. The employee is required to constantly stand and walk and almost occasionally required to sit. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

- **Language Skills:**

Ability to effectively present information and respond well to questions from groups of managers, clients, customers, and the general public. Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Demonstrates group presentation skills. Participates in meetings.

- **Mathematical Skills:**

Ability to calculate and interpret basic financial information. Ability to calculate figures and amounts such as discounts and percentages.

- **Reasoning Ability:**

Ability to solve problems and deal with a variety of variables in situations where only limited standardisation exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

- **Planning / Organisation Skills:**

Prioritizes and plans work activities. Uses time efficiently. Sets goals and objectives. Develops realistic action plans.

- **Initiative Skills:**

Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Asks for and offers help when needed.

PERFORMANCE GOALS:

1. Ensure all Mayura Station Tasting Room guidelines/procedures are followed by self and others.
This will be measured by review of:
 - Incident Reports Incident Reports lodged;
 - Tasting Room Quality Management System (QMS) forms that may be included into your regular schedule as well as any other forms that may be included into your regular schedule; and
 - Training records confirming competency in job required QMS Forms, Safe Operating Procedures (SOP'S) etc.

2. Under the guidance of the Front of House Coordinator / Senior Food & Beverage staff, assist with Front of House inventory management and stock replenishment.
This will be measured weekly against:
 - the ability of the restaurant to meet menu, beverage and customer requirements.

3. Achieve and maintain Responsible Serving of Alcohol (RSA) accreditation exercising legislative required legislation actions when other team members, self and/or customers are identified as in breach.
This will be measured through:
 - *Proof Accreditation has been attained and renewed every 3 years thereafter; and*
 - *Adherence – Front of House observations, incident report analysis and customer feedback.*

4. Provide superior customer service to both internal and external customers when representing Mayura Station's Tasting Room Restaurant.
This will be measured through:
 - Customer Feedback;
 - Incident report analysis; and
 - Front of House review.

5. Be proactive to assist Management to create a professional cohesive team environment within your work team and the Group.
This will be measured:
 - against personal adherence to the Group's Code of Conduct;
 - Incident Reports including but not limited to Sexual Harassment, Bullying Harassment Intimidation; and
 - warnings and disciplinary actions.

6. Demonstrated compliance to all relevant Legislative, Regulatory, Codes of Practice, Australian Standards, Work Health Safety (WHS) requirements and de Bruin Group Policies and procedures.
This will be measured through review of:
 - Internal Audit and Workplace Inspection participation and outcomes;
 - Review of Actions database;
 - completion, relevance and adherence to Incident Reporting SOP's, QMS, Food Safety, AusMeat requirements, Job Safety Analysis (JSA's) requirements;
 - evidence of engagement in WHS practices including but not limited to, training, risk assessments, incident reporting, hazard identification / reduction, incident investigations, suggesting and assisting with implementing effective corrective actions.

7. Competency to accurately compile and process billing and cash receipting at each sitting in a timely fashion.
This will be measured through:
 - *billing audit, customer feedback, refunds issued; and*
 - *till balance to float each sitting.*

8. Effectiveness when providing basic food preparation assistance to the Chef Team, superior serving techniques and compliant cleaning procedures.

This will be measured through:

- *customer feedback;*
- *Front of House ongoing review;*
- *Internal and External audits of Tasting Room Quality Management System documentation;*
and
- *visual inspection of facility.*

SUPERVISORY RESPONSIBILITIES

This role currently has no direct supervisory responsibilities.

WORK HEALTH & SAFETY

Level 2: Team Members at this level must possess an understanding of basic WHS principles together with awareness of the relevant legislative requirements of the WHS Legislation, including but not limited to, the requirement to not compromise their own safety or that of anyone else. Responsible for the completion of Incident Report Forms as well as participating in the corrective actions process on Incident Report Forms.

AUSTRALIAN CONSUMER LAW – *Competition & Consumer Act 2010 (Cth)*

Team Member Level 1:

Team Members at this level must possess a basic understanding of the Competition & Consumer Act 2010 (*Cth*) principles in terms of Restrictive Trade Practices, Communications & Promotions, Unfair & Unconscionable Business Practice and Product & Service Quality & Safety. Team Members must familiarise themselves with the Group's Competition and Consumer Act Policy, and ensure compliance to the Policy at all times.

REVIEW

This document is subject to continual review and improvements and may also be subject to amendments during the term of your employment.

If you identify the scope of your tasks moving away from this document without consultation, refer the matter to your supervisor for discussion. In addition, this document is reviewed as part of the formal performance review process.