

SCHEDULE B - POSITION DESCRIPTION

Position:	Food & Beverage Attendant
Department:	Events
Reports to:	Events Manager, Senior Events Services Manager, Events Services Manager, & Events Team Leader(s)

Objectives:

The Food & Beverage Attendant provides food and beverage service within the National Wine Centre of Australia (NWC) in a professional, consistent and friendly manner. The role supports the Food & Beverage service team by performing duties including but not limited to mise en place, set up of functions and service of food and beverage. Food & Beverage Attendants are required 7 days a week, day and night shifts, in accordance with business requirements.

Responsibilities:

Service & Customer Experience

- Provide the highest level of service to clients and contractors.
- Deliver a level of customer service consistent with NWC standards.
- Taking orders, serving orders and clearing.
- Cashiering on computerised point of sales system.
- Behave in a polite, helpful and courteous manner at all times as a representative of the NWC, reflecting a positive image to the community.

Event Setup & Operations

- Set-up and clearance of tables, service areas, stations, equipment, mise en place etc.
- Set-up facilities for functions in an efficient and timely manner.
- Assist during functions as required, clear and tidy the function area afterwards.
- Ensure the presentation of the venue, outlet or function room is of the highest standard.
- Assist in outdoor (off-site) catering including the University of Adelaide campus when required.

Housekeeping & Stock Management

- Tidy and maintain guest areas as required.
- Cleaning of equipment, wiping down tables, chairs, china, glassware and polishing cutlery.
- Transporting rubbish to bin areas and placing items in appropriate bins.
- Stocking cabinets to par levels.

Communication & Compliance

- Report items out of order to the relevant manager.
- Report any problems or issues with equipment or functions to the Supervisor/Manager immediately.
- Be prepared to report details of events, including number of attendees and both positive and negative comments from guests/clients, to the Supervisor.
- Participate in staff briefings, training sessions and meetings.

- Respond to directions and advice from the Manager or Team Leader to ensure the safety and wellbeing of clients, visitors and other staff during events.
- Observe Work Health Safety & Environment requirements including following all manual handling procedures and Safe Food Handling procedures.
- Undertake any other duties as requested by Management.

Physical Attributes: *(including but not limited to)*

- Lifting/carrying: C&E furniture, tables, chairs, glass racks, beverage stock, dry goods stock, empty/full drink trays, coffee cup trays, plates (food & clearing), food platters, table linen, cutlery baskets, chinaware.
- Pushing and pulling: table trolleys, goods trolleys, chair trolleys, plant boxes, coat racks, mobile bars, beverage stock trolleys, full linen bags, client boxes/banners.

Person Specification:

- Demonstrated a high level of communication skill with the ability to deal effectively with a broad range of people.
- Experience in delivering Food & Beverage service to a high level of efficiency.
- Demonstrated ability to work in a close team environment.
- Experience in providing high quality customer service.
- Demonstrated ability to prioritise and organise multiple tasks with a commitment to follow through to successful completion.
- Commitment to the principles of the Responsible Service of Alcohol.
- Ability to work flexible and irregular hours, sometimes late evenings.
- Good interpersonal and communication skills, including conflict resolution and negotiation.
- Impeccable grooming standards at all times.

Work Health Safety & Wellbeing

- All Supervising staff are required to implement and maintain the NWC's WHS Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.
- All other staff will assist the NWC to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.
- Where appropriate, staff will initiate and participate in worksite inspections, incident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
- Staff will also inform the NWC of any unsafe working practices or hazardous working conditions.
- The NWC is committed to providing a safe, respectful, and inclusive workplace and ensuring it is free from workplace harassment, bullying and sexual harassment. Harassment in any form will not be tolerated. The NWC takes proactive steps to identify and eliminate risks of harassment through education, clear policies, risk management, leadership accountability, and by promoting a culture of respect.

Employee Name (Print)

Employee Signature

Date