**Position Description**

**Position Title:** Food and Beverage Attendant

**Department:** Food and Beverage

**Reports to:** Shift Manager

**Staff Responsibility:** Nil

**Key Internal Relationships:** All team members

**Position banding:** Front-line Operational, Hospitality Venue

**POSITION SUMMARY:**

To perform all front of house duties related to the service of food and beverage to customers in accordance with the Club's policies and procedures to ensure the highest standards are attained. To provide a level of customer service that is at all times courteous, helpful, friendly, efficient and customer focused whilst ensuring compliance with the Registered Clubs Act and the Liquor Act.

Provide efficient and effective service of all menu items to the required standard of presentation and in line with recipe portion control and Club policy.

**Definitions:**

- **KRA:** Key Responsibility Area
- **KPI:** Key Performance Indicator, how the task is measured

**KRA 1: Food and Beverage service**

The provision of food and beverage to expected standards.

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI’s</th>
</tr>
</thead>
</table>
| ● Conduct all opening, closing and operating duties as per written Standard Operating Procedures (SOPs) for the area assigned. | ● In line with SOP’s sound working knowledge of product services and implemented changes of menu’s.  
● Performing general calculations, monitoring and balancing of workstation tills at beginning and end of shift.  
● Addressing in a professional, timely manner all customer queries or complaints. |
| ● Provide efficient and effective service of all menu items to the required standard of presentation. | ● In line with SOP’s sound working knowledge of product services and implemented changes with food and beverage menu’s.  
● Addressing in a professional, timely manner all customer queries or complaints.  
● Ensuring consistency in delivery of product.  
● Ensure correct transactions and orders are sent through POS - task. |
| ● Ensure food and beverage intended for display in public areas is displayed neatly and attractively. | ● Monitoring of product quality and rotation in line with use-by dates of product.  
● Ensure all refrigerated products are maintained at correct temperature |
| ● Ensure workstations are set up in the correct manner with condiments being refreshed daily. | ● Co-ordination and managing of work tasks according to SOP’s.  
● Monitor re-stocking, cleaning of work station throughout shift. |
| ● Assist with the set up and running of functions and other events as they may arise. | ● Actively co-operating and communicating with co-workers to ensure a productive, positive team morale and achievement of set-up tasks. |
### KRA 2: Workplace Health and Safety

**Maintaining a safe environment for staff and customers.**

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI's</th>
</tr>
</thead>
</table>
| - Co-operating with the Club to enable compliance with any duty imposed upon them by law. | - Actively ensure a safe work environment free from hazards:  
- Report all hazards immediately. |
| - Using properly and effectively, equipment designed to safeguard his/her wellbeing. | - In line with WHS and Club policies ensure health and safety standards are maintained: |
| - Report any maintenance issues to the Shift manager. Ensure faulty equipment posing a safety risk is put out of order. | - Observe, make independent decision and escalate and report as appropriate in respect of health, safety. |
| - Being aware of factors/situations which may impact upon the health, safety and welfare of him/her and be conscious of the effect of his/her action(s) upon the health, safety and welfare of others. | - Report all accidents, incidents and concerns regarding safety, hazard and risk. |
| - Following implicitly the Club’s Occupational Health and Safety Policy/Procedures as communicated in writing or as instructions received orally. | - Club Policy Manual review – staff room.  
- Direct Supervisor instructions adhered to. |
| - Notify as soon as practicable of any threat to the health and safety of an employee, contractor, patron or any other person. If the hazard poses an immediate threat to an employee, contractor, patron or any other person, employees must remain at the hazard site and isolate the area until such time as the hazard can be effectively removed. | - Notify the Shift manager.  
- Isolate area of concern and utilise hazard signage. |
| - Report any injury or incident as soon as possible to the shift manager so action can be taken. | - In line with Club Policies and Procedures.  
- Convey information regarding injury or incident in a timely, clear and concise manner. |
| - Demonstrate safe working practices in accordance with Work Health and Safety regulations and other health and safety requirements. | - Respect existing Club rules and guidelines and meet organizational standards. |

### KRA 3: Customer Service

**Provide a high level of customer service at all times that is courteous, helpful, friendly and efficient.**

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI's</th>
</tr>
</thead>
</table>
| - Greet all patrons in a friendly and courteous manner. | - Positive feedback received from patrons, members and staff.  
- Where the patron’s name is known, this is used during all interactions.  
- Greets and farewells on customers on each occasion. |
| - Provide a high level of customer service to members, guests, visitors and fellow employees. | - Positive feedback received from patrons and members.  
- Positive interactions are displayed with team members as and when required.  
- Verbally acknowledges customers when unable to attend to customer immediately.  
- Displays positive body language in all interactions with customers, including smiling, straight posture.  
- Treats all patrons and colleagues from all cultural groups and backgrounds with respect.  
- Provides guidance, support and assists with |
<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI's</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Effectively manage customer complaints.</td>
<td>• Responds to on-the-spot customer complaints and manages and rectifies issues within scope of authority.</td>
</tr>
<tr>
<td>• Knowledge of the club activities, functions, events and promotions and provides accurate information to all patrons.</td>
<td>• If a matter has escalated beyond their control, reports this to the Shift Manager on duty.</td>
</tr>
<tr>
<td>• Takes every opportunity to be a salesperson by actively selling of special promotions and facilities available within the club.</td>
<td>• Keeps up-to-date with club functions and can easily communicate and appropriately inform patrons and customers of services and facilities.</td>
</tr>
<tr>
<td>• If unable to respond to a patron query, seeks out information and follows-up with the individual to ensure they received the correct information.</td>
<td></td>
</tr>
</tbody>
</table>

**KRA 4: Communication**

Provide concise and effective communication at all times, whether verbal or written to ensure the correct message has been conveyed.

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI's</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Attend shift briefings when and where required.</td>
<td>• Actively attend communication briefings and sessions, provide constructive feedback.</td>
</tr>
<tr>
<td>• Communicate courteously.</td>
<td>• Provides regular feedback to Managers that will improve efficiencies of the outlet/department.</td>
</tr>
<tr>
<td>• Refrain from using behaviours that are abusive, intimidating or patronizing.</td>
<td>• Immediately report any issues with systems or procedures and where possible identify solutions to issues/matters.</td>
</tr>
<tr>
<td>• Clearly communicates with internal and external customers, demonstrates respect in all interactions.</td>
<td>• Follows the grievance procedure as required and clearly communicates in a clear and calm manner.</td>
</tr>
<tr>
<td>• Do not misrepresent the Club by comments made verbally or via online sites such as social networking or blog sites, abide by the Social networking policy.</td>
<td>• Abides by the Club’s policies such as EEO, Harassment and Bullying free workplace.</td>
</tr>
<tr>
<td>• Interacts positively with patrons and internal customers.</td>
<td>• Interacts positively with patrons and internal customers.</td>
</tr>
</tbody>
</table>
**KRA 5: Compliance**
Adherence to standards, guidelines, legislation and procedures set to ensure the safety and well-being to all members, guests, patrons, visitors and employees.

<table>
<thead>
<tr>
<th>Responsibilities</th>
<th>KPI’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain a safe, clean and comfortable environment for members, guests, visitors and employees in accordance with the Club policies and procedures.</td>
<td>Ensure working station is left in good working order, stocked and ready for the next person’s shift commencement. Abides by clubs policies and legislation by ensuring strong compliance with RSA/RCG and licensing requirements.</td>
</tr>
<tr>
<td>Is compliant with WH&amp;S matters and works in a safe manner using safety equipment and PP&amp;E where provided.</td>
<td>Reports all near misses, incidents and accidents to the Shift Manager immediately. Any hazards or risks identified are immediately reported to the Shift Manager. Removes any hazards that can be rectified immediately without harming themselves or other individuals. If they have an injury, actively participates in the Return-to-work program. Uses all PP&amp;S where provided including abiding by safe work practices or MSDS, and or safe manual handling techniques.</td>
</tr>
<tr>
<td>Maintain confidentiality on the Club’s business affairs at all times.</td>
<td>Abides by the confidentiality policy. Does not spread rumours or gossip about patrons or staff.</td>
</tr>
<tr>
<td>Adhere to the weekly staff rosters ensuring punctuality.</td>
<td>Always scan on and off for shifts, including breaks. Is punctual and commenced shift at the rostered time. Notifies the Shift Manager of any changes to the day sheet.</td>
</tr>
<tr>
<td>Adhere to the staff guidelines as per the Club’s staff policies.</td>
<td>Ensures all company policies and procedures are followed. Regularly checks EA to keep informed of Club activities and changes to policies and procedures.</td>
</tr>
<tr>
<td>Actively participates in training related to their role.</td>
<td>Obtains the necessary certificates to perform the inherent requirements of the role. This may include refresher licenses/certificates obtained where required. Actively participates in scheduled training programs provided by the Club.</td>
</tr>
</tbody>
</table>

**COMPETENCIES:**

**Critical Competencies**

<table>
<thead>
<tr>
<th>Competency</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>● Listens, interprets and conveys information, both written and/or verbal, in a clear, concise and objective manner. ● Delivers information in a timely manner, has quality conversations, establishes credibility, and provides accurate and consistent messages. ● Selects the most appropriate method of communication for the situation, adapting messages to the targeted audience.</td>
</tr>
<tr>
<td>Relating to others</td>
<td>● Relates to people across various levels, and supports others through active listening and sharing ideas and opinions in an open and honest manner. ● Recognises individual differences, picks up on social cues and adapts style to communicate with impact. ● Shows empathy, respect and consideration to others, uses diplomacy and tact, and tailors approach to suit different situations.</td>
</tr>
</tbody>
</table>
### Negotiation & Conflict Resolution
- Able to negotiate with others to achieve win-win outcomes
- Assertive when required and able to overcome objections in a positive manner
- Manages conflict or complaints appropriately, diffuses high-tension situations comfortably, and makes judgements as to when to escalate issues

### Customer Focus & Delivering Expectations
- Anticipates, understands, and is responsive to different customers’ needs, providing quick and effective solutions for the customer
- Takes personal responsibility and consistently follows through and delivers in order to meet or exceed customer expectations
- Is committed to delivering a high standard of customer service and engages in quality conversations with customers

### Team Orientation
- Gets along well and cooperates with others, appreciates different viewpoints and builds a positive team morale
- Recognises the need to work with other parts of the business to progress goals, and considers how different business areas relate
- Is an active participant in the team, shares knowledge, and collaborates with others

### Task Focus & Work Approach
- Adopts a structured, methodical and efficient approach to tasks, with appropriate attention to detail
- Is process-oriented, and balances efficiency, speed and accuracy
- Manages time against key priorities, multi-tasks, and maintains concentration and focus on the successful completion of tasks

### Compliance
- Consistently acts in accordance with the requirements of relevant legislation
- Respects existing rules, follows due diligence, and is willing to comply with organisational standards and procedures
- Actively ensures the work environment is free from hazards and follows policies and procedures with respect to health, safety and risk mitigation

### Problem-Solving
- Investigates and asks relevant questions to identify and gather data and information,
- Looks beyond the obvious, thinks outside the box, and does not stop at first answers
- Through gathering relevant information, is able to solve problems with effective solutions

### Coping with Pressure
- Can be relied upon to maintain a consistent and stable approach, demonstrates patience and perseverance to work through tough times and does not show frustrations when restricted or blocked
- Self-disciplined, maintains a positive approach at work and handles difficulties in a professional manner
- Resilient, copes well with stress and pressure, remains calm, composed and does not become defensive or irritated when experiencing difficulties

### Self-Reliance & Initiative
- Solicits and is receptive to feedback and coaching, is proactive regarding own performance, learns from mistakes and builds on strengths and develops weaknesses
- Self-directed, motivated and confident, to identify what needs to be done and take action before being asked, proactively seeking information, and thinking for themselves
- Takes responsibility and accountability for own actions, learning and results

### Desirable Competencies

<table>
<thead>
<tr>
<th>Competency</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Decision-Making  | - Collects facts and applies logic, rationale and objectivity prior to making decisions  
|                  | - Is prepared to make decisions independently, and can do so in a timely manner     
|                  | - Demonstrates sound judgement, recognising the boundaries and limitations of their decision-making authority and escalates as appropriate |
Adaptability & Responding to Change

- Receptive to change, makes positive use of the opportunities change initiatives present, is not knocked off balance by the unexpected
- Keeps up with the speed of change, has the flexibility to adapt to different situations at the time they are encountered
- Adaptable, tolerant of ambiguity, works well without clear structure, and is comfortable with changes to process and policies

VALUES

All Shellharbour Club employees shall act in accordance and adhere to the Shellharbour Workers Club Ptd Ltd Values, including:

Value 1: Excellence
Diligence, Leadership, Knowledge, Professionalism, Productive, Team Spirit, Pride, Ownership

Value 2: Empowerment
Leadership, Innovation, Trust, Recognition, Initiative, Communication

Value 3: Commitment
Dedication, Passion, Loyalty, Positive Attitude, Supportive, Empathic

Value 4: Integrity
Honesty, Respect, Truthfulness, Good Intentions, Honour

SKILLS, EXPERIENCE AND QUALIFICATIONS

- Previous Food and Beverage experience desirable.
- Knowledge of Work, Health and Safety Act
- Good understanding of Hospitality Service Principles and food handling principles
- Quality Customer Service Skills
- Time management.
- Strong Interpersonal and communication skills
- Current Responsible Service of Alcohol certificate/competency card.
- Desirable – current RCG certificate/competency card.

PHYSICAL REQUIREMENTS

General levels of fitness are required.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This is not an exhaustive description of all tasks that need to be completed by the occupant.

I _____________________________________ agree to perform the duties as set out in the above position description and will carry out those duties to the performance standards required.

Employee Signature:_____________________________ Date:_________________