

FOOD AND BEVERAGE ATTENDANT

Position Description

Position Title	Food and Beverage Attendant
Department	Culinary Arts
Reports to	Manager, Food and Beverage Operations
Direct Reports	Nil
Classification	Level 2, F&B Stream, Arts Centre Gold Coast Single Enterprise Agreement 2015 Level 2, Local Government Industry Award 2020
Created Date	April 2022

HOTA

Our work is carried out in line with our HOTA Values of Art, Citizenship, Curiosity, Integrity and Generosity.

At HOTA:

- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment.
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories.
- We are dynamic, caring and curious with a commitment to excellence, experience and innovation.
- We display strong interpersonal and communication skills to engage and build communities.

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure and will be covered in an online learning module.

The Team

The Culinary Arts team are responsible for ensuring the success of the Precinct Food and Beverage offering across its many and varied food outlets, functions and programmed events in the HOTA Precinct.

The Position

As Food and Beverage Attendant, you will be meeting and exceeding patrons and client's expectation of food and beverage service. You will also be assisting with the setup, delivery and pack down of events/functions. You will provide the highest quality customer service to the patrons of the HOTA Café. You will also assist to ensure that

all day-to-day requirements in the successful running of the HOTA Café are met on a timely basis.

Role Responsibilities

- Provide the highest quality service to clients and ensure that their expectations are met within compliance with legislative requirements
- Set up and pack down of events/functions
- Communicate with the kitchen regarding product availability, additional meal requirements, allergies, dietary needs, and special requests
- Maintain cleanliness of work areas, china, glass, etc., throughout the day
- Complete opening and closing duties, including restocking items etc
- Stock control and rotation
- Handling customer enquiries, complaints and feedback effectively
- Ensure all requirements in relation to hygiene and cleanliness are adhered to
- Ensure security of cash and beverage stock on the premises and reconcile takings and stock as required
- Ensure compliance within the Commercial Operations department with the HOTA OH&S policy guidelines
- Any other duties as required by the Operations Supervisors

Selection Criteria

- Prior food and beverage experience
- Food and beverage knowledge and a la carte experience an advantage
- Demonstrated practical experience in a restaurant or café desirable
- Barista experience desirable
- Superior customer service
- Ability to use own initiative and work under pressure
- Impeccable personal presentation
- Team player
- Ability to work shifts including weekends and public holidays; and
- Own reliable transport and current driver's license essential
- Ability to perform all Physical Requirements of the position

Qualifications

- Responsible Service of Alcohol
- Food handling desirable

Workplace Health and Safety

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure.

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health and Safety Act and Regulations.
2. In accordance with HOTA's Workplace Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
 - Adhering to WH&S obligations and adopting sound work practices
 - Following all safe working procedures and practices designed for the work

- Eliminating, reporting or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potential hazardous work-related condition or practice
- Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained; and
- When requested assist the supervisor and other workers in the risk assessment of workplace hazards

Physical Requirements

- Bending
- Twisting
- Squatting
- Reaching
- Grip
- Fine Motor
- Standing
- Walking
- Lifting (5 – 10kg)
- Carrying
- Push / Pull movements
- Stooping