

Position: **Food & Beverage Attendant**

Reporting To: Maree Cooper – Restaurant Manager

Performance Review Period: Quarterly

Purpose of the Position:
This role is responsible for the service of food and beverage to customers of Highland Heritage Estate. Reporting directly to the Restaurant Manager and shift supervisor, this role plays a vital part in providing a high level of service to our customers and guests.

Knowledge, Skills, Experience and Requirements:	
Essential	<ul style="list-style-type: none"> • RSA licence (to those of age) • Strong communication skills • Polite • Good hygiene • Attention to detail
Desirable	<ul style="list-style-type: none"> • Drivers Licence or have easy access to work • Cash handling skills • Experience in serving of food and beverages • Great understanding of food and beverage

Responsibilities and Duties:	
General Duties	<ul style="list-style-type: none"> • Meet customer at front door and welcome • Provide a high standard of service to all customers • Keep communication open with all staff members including kitchen staff • Deal with complaints and enquires • Answering of phones and emails when required • Maintain a good working relationship with fellow staff members • Address any problems as they arise • Report to manager or shift supervisor throughout your shift • Make coffees, teas and other drinks to order
Stock received/Restocking	<ul style="list-style-type: none"> • Apply FIFO rules. • Pallet trolley use. • Stack stock in correct shelves in cool room. • Stack and arrange stock in a safe and orderly manner.
Security	<ul style="list-style-type: none"> • Watch for and recognise security risks and thefts, and know how to prevent or handle these situations.
Housekeeping	<ul style="list-style-type: none"> • Vacuum and clean the floors of restaurant and make sure car park is litter free when required. • Empty bins as required • Clean and Maintain toilets • Polish glasses and cutlery

Work Health & Safety	<p>Facilitate and participate in the risk management process. This includes:</p> <ul style="list-style-type: none"> ○ Conducting hazard identification and risk assessments when and as required in consultation with employees; ○ Perform investigations and identify the most effective solutions in consultation with employees to prevent, eliminate or manage risk. ○ Encourage employee participation in the WH&S program by ensuring hazards are reported, tasks are performed safely' procedures are adhered to, and share outcomes with employees; ○ Comply with Company WH&S Policies and ensure all staff comply with these policies; <ul style="list-style-type: none"> • Ensure all employees are trained in all procedures relevant to their position. • Observe the company safety policy. • Always wear appropriate PPE. • Safe lifting techniques • Maintain a clean workplace. • Identify and report potential risks or hazard to the Restaurant Manager or HR Officer.
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Job Conditions:
As per the conditions specified in the Restaurant Industry Award 2010, MA000119.
A copy of this award can be found at the Human Resource Department or Fair Work Australia website www.fairwork.gov.au .

Key Relationships:	
Internal	<ul style="list-style-type: none"> • Liaise with the Shift Supervisor/Restaurant Manager on a continuous basis. • Liaise with the Head Chef on a continuous basis. • Liaise with the Owner and Human Resources Manager as required.
External	<ul style="list-style-type: none"> • Liaise with suppliers when required. • Liaise with clients as required.

Employee Signature _____ Date _____

Manager Signature _____ Date _____

Performance review period _____

Next review date _____

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