

Food and Beverage Attendant

Position Description

Reports To: Food & Beverage Supervisor		Direct Reports: N/A
Location: Portsea Golf Club		Key Relationships: Kitchen, Conferencing
Position Purpose:	To receive food and beverage orders and provision of order food and beverage. Ensure all service areas are maintained in a neat and orderly manner. Assist with replenishing stock to ensure the prompt delivery of service to required levels.	
Position Specification:		
Key Result Area	Major Activities	
Duties	<ul style="list-style-type: none"> • Perform the tasks of order taking and maximize sales opportunities through knowledge of product and suggestive selling. Ensure accuracy by repeating order(s) to the guests. • Ensure that docket(s) are written clearly and correctly so the cashier and kitchen can fulfill their duties effectively. • Deliver orders promptly to the kitchen production area. • Check ordered meals on collection from kitchen and deliver to guests promptly to maintain temperature and appearance; ensure items are announced. • Keep tables and service areas clean and tidy as per procedure manual. • Take guests orders and prepare beverages in timely and efficient fashion. • Maintain hygienic food service techniques during service. • Take responsibility for your designated section and station. • Promptly answer the telephone and maximize sales opportunities through knowledge of product and suggestive selling. • Be knowledgeable of and operate within appropriate outlet and hotel liquor licensing guidelines and House Management Policies. • Maintain currency of RSA certification, amendments and updates and adhere to RSA principles. 	
Human Resources Responsibilities	<ul style="list-style-type: none"> • Openly communicate with staff ensuring regular briefings occur and all relevant information is passed on. • Ensure open engagement with all members of the service and kitchen team. 	
Health & Safety	<ul style="list-style-type: none"> • Notify your manager of any reason you may not be capable of performing your tasks safely. 	

Food and Beverage Attendant

Position Description

	<ul style="list-style-type: none">• Participate in workplace consultation on matters pertaining to Occupational Health and Safety, as per the golf clubs agreed arrangements.• Comply with safe work practices, safety and environment policies, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment, and any other safety practice promoted and required by the Golf Club.• Ensure all equipment is kept in good working order and used only for the purpose for which it was intended.• Attend and actively participate in all OH&S training required of you by the Golf Club.• Report any health or safety hazards, incidents and injuries to your Manager/Supervisor or Manager on Duty as soon as possible. Hazards may include unsafe working conditions, equipment and machinery faults or damage, and other housekeeping or maintenance needs that may affect the safety or any person/s at the Golf Club. Ensure that the appropriate documentation is completed correctly, such as the Injury / Incident Form.• Participate and contribute to the risk assessment process when requested by your Supervisor/Manager.• Maintain standards of hygiene for food handling and presentation as prescribed by council / legislative regulations.• Be fully conversant with departmental fire and evacuation procedures.
Systems & Procedures	<ul style="list-style-type: none">• Log and inform your manager of any system problems. Suggest any improvements that could be made to improve existing systems and procedures.• Ensure all purchases are entered into the SwiftPOS sale terminal.• Follow policies and procedures departmental service standards• Complete all duties and ensure a concise hand over.
Customer relations	<ul style="list-style-type: none">• Provide efficient, friendly and professional service to all guests.• Lead by example when attending to guest requests. Show efficiency in constantly striving to provide Total Customer Satisfaction.

Food and Beverage Attendant

Position Description

	<ul style="list-style-type: none">• Take initiative to ensure that interactions with our customers (internal or external) are positive and productive, call the Manager on Duty if difficulties arise.• Work together with trust so that colleagues and management meet the goals of the department/Golf Club.• Treat customers and colleagues from all cultural groups with respect, sensitivity and transparency.• Take every opportunity to be a “salesperson” by active selling of special promotions and facilities available within the Golf Club.• Where possible provide table service to members through all areas of the golf club and utilise members charges accounts where possible.
--	---

Obligations:

The above is to be used as minimum requirements; however, other tasks may be assigned at the discretion of the company.

Person Specification:

Qualifications	<ul style="list-style-type: none">• Responsible Service of Alcohol (RSA)
Experience	<ul style="list-style-type: none">• Not required
Skills	<ul style="list-style-type: none">• Bar service, safe food handling

Authorised By: _Adam Hosie_____ Date: _____28/5/2022_____

Employee Signature: _____ Date: _____



PortseaGolfClub