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| **Hospitality Traineeship****Position Description – Front of House in Trentham** |
| **Purpose**Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.  |
| **Employee Name:**  | **Date PD Issued:**  |
| **Position: Hospitality traineeship completing Certificate III Hospitality**  |
| **Host Employer:**  | **Supervisor:**  |
| **Host Employer Address: Central Ballarat** |
| **Westvic Staffing Solutions Apprentice/Trainee Consultant: Natalie Nayler** |
| **Duties of Position:**This is a café/florist so interest in floristry, barista, FOH, BOH and events.Hospitality trainees may work in a range of hospitality establishments including fast food outlets, coffee shops, take-away facilities, restaurants, function centres, hotels, clubs, and casinos. Trainees will learn about the hospitality industry and develop customer service and communication skills, along with a wide range of skills relevant to the functional area and vocational outcome selected. |
| **Tasks Involved:*** Welcome customers
* Take customers' orders and pass them to kitchen staff
* Barista, prepare and serve a variety of coffees
* Serve food and drinks
* Floristry - flower care and handling, floral design and arrangement, merchandising, production, display
* Learn all aspects of business including back of house and events
* Handle money or credit cards
* Clear and clean tables and seating areas, return dishes and cutlery to kitchens
* General cleaning
* Observe workplace hygiene, Workplace Health and Safety, and security procedures

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| **Work Conditions:*** Hours of operation are 7:30am-3:30pm Sunday-Saturday – Closed Mondays. 20 hours per week
* Spend longs periods of time on their feet.
* May have to deal with difficult customers.
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| **Personal Requirements:*** Well presented
* This is a café/florist so interest in floristry, barista, FOH, BOH and events
* Excellent customer service
* Willingness to learn all facets of the business
* Enjoy working with people
* Friendly, helpful, polite, and patient manner
* Good communication skills
* Able to record information accurately
* Able to work as part of a team
* Able to project a professional manner at all times
* Able to stay calm in difficult situations
* Good interpersonal skills
* Flexible
* Efficient and speedy
* Prepared to work weekends and events
* Able to handle money
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| **Key Selection Criteria:** |
| **Qualifications and Licenses Required:** |
| **Workplace Health and Safety:*** Follow Westvic Staffing Solutions’ and the Host Employer’s Workplace Health and Safety policies, procedures, and workplace instructions
* Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
* Correctly wear and maintain items of personal protective clothing and equipment that are provided
* Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
* Report any incidents within the workplace to the Host Employer and Westvic Staffing Solutions without delay.
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| **Additional Information*** **Hours Per Week: 20**
* **Days per Week: 3+**
* **Award / Agreement: Host agreed rate, parent award Hospitality Industry (General) Award 2020**
* **Superannuation: 11%**
* **Commencement Hourly Rate:**
* **Allowances: weekend and public holiday rates**
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| **Copy to: 🗌 Employee 🗌 Host Employer 🗌 Main File**  |

**Position Description Acknowledgement**

All parties have received, reviewed, and fully understand and accept the Position Description and the tasks and conditions included within.

**EMPLOYEE:**

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_/\_\_\_\_/\_\_\_\_\_

**HOST EMPLOYER:**

Host Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Host Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_

**WESTVIC STAFFING SOLUTIONS:**

Westvic Staffing Solutions Representative Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Westvic Staffing Solutions Representative Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_