

AEN 6.2.4.3 Hospitality (Operations)

Hospitality	
Position Description	
<p>Purpose</p> <p>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.</p>	
Employee Name: TBC	Date PD Issued: 11/10/2022
Position: Hospitality Trainee (completing Certificate 3 in Hospitality)	
Host Employer: Ocean Grove Bowling Club	Supervisor:
Host Employer Address: 18 The Terrace, Ocean Grove VIC 3226	
Westvic Staffing Solutions Apprentice/Trainee Consultant: Stephen Soulsby	
<p>Key Responsibilities and Duties:</p> <ul style="list-style-type: none"> • Ensure the effective and efficient cleaning of designated work area • Exercise compliance of any nominated checklist and audit requirement • Assist in the ordering of supplies to ensure adequate stocks are always available • Ensure the cleaning, security, and maintenance of all equipment and food & drink use and report immediately any environmental hazards • Maintain a high standard of customer service and treat all residents, clients and staff with dignity, compassion, and respect at all times 	
<p>Knowledge and Interpersonal Skills:</p> <ul style="list-style-type: none"> • A demonstrated understanding of food handling, cleaning materials and techniques • Ability to priorities and complete tasks to an agreed time frame • Excellent customer service skills and the ability to communicate with a diverse range of people • Ability to appreciate and utilise knowledge and skills offered by colleagues and supervisors • The ability to work independently and co-operatively as a team member 	
<p>Work Conditions:</p> <p>Employees may be required to work split shifts and, in the evenings, weekends and public holidays. They spend long periods on their feet and may have to deal with difficult customers.</p>	
<p>Personal Requirements:</p> <ul style="list-style-type: none"> • Enjoy working with people • Friendly, helpful, polite and patient manner of • Good communication skills • Able to record information accurately • Able to work as part of a team • Good interpersonal skills • Flexible • Well presented • Efficient • Cash handling ability 	

Qualifications and Licenses Required:

- RSA (or be prepared to obtain during the traineeship)
- Undertake a Police check
- Fully Covid-19 vaccinated

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 with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- **Hours Per Week: 38hrs (as rostered)**
- **Days per Week: Monday to Friday but will include weekends as per roster**
- **Award / Agreement: TBC**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: TBC**

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 ____/____/____