

## AEN 6.2.4.3 Hospitality (Operations)

### Hospitality – Operations

#### Position Description

##### 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: TBC**

**Date PD Issued: November 2022**

**Position: Certificate III in Hospitality Trainee**

**Host Employer: San Remo Fisherman's Co-op**

**Supervisor: Paul Mannix**

**Host Employer Address: 170 Marine Parade SAN REMO 3925**

**Westvic Staffing Solutions Apprentice/Trainee Consultant: Katherine Cousins**

##### Duties of Position:

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 and seat customers and hand menus to them
- Tell guests about the menu and drinks and appropriate combinations of food and drinks
- In some cases, promote local produce and attractions to visitors from interstate and overseas
- Take customers' orders and pass them to kitchen staff
- Serve food and drinks
- Make up bills and present them to customers
- Handle money or credit cards
- Clear tables and return dishes and cutlery to kitchens
- Clean tables and seating areas
- Refill drink dispensers
- Collect glasses from tables and place them in glass washing machines
- Wipe down tables
- Operate cash registers
- Arrange bottles and glasses on shelves
- Clean food and bar service area and polish glasses
- General cleaning
- Assist in stock control
- Observe workplace hygiene, Workplace Health and Safety, and security procedures

##### Work Conditions:

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.

##### Personal Requirements:

- Enjoy working with people
- Friendly, helpful, polite and patient manner
- Able to assist guests with a limited understanding of English
- 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
- Well presented
- Efficient and speedy
- Prepared to work weekends and evenings
- Able to handle money

**Key Selection Criteria:**

**Qualifications and Licenses Required:**

Nil

**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:**
- **Days per Week: (e.g. Mon-Fri)**
- **Award / Agreement:**
- **Superannuation:**
- **Commencement Hourly Rate:**
- **Allowances:**

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 \_\_\_\_/\_\_\_\_/\_\_\_\_