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: TBA	**Date PD Issued: 22/11/2022**

Position: Hospitality Traineeship completing Certificate III Hospitality

Host Employer: Pippies by the Bay	**Supervisor: David/Sandy**

Host Employer Address: 91 Merri Crescent, Warrnambool 3280

Westvic Staffing Solutions Apprentice/Trainee Consultant: Kyla 0460 307 724

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:

- Tell customers about the menu and drinks and appropriate combinations of food and drinks
- Take customers' orders
- Customer service
- Serve food and drinks
- Handle money or credit cards
- Operate cash registers
- Food preparation
- 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
- Good communication skills
- Able to record information accurately
- Able to work as part of a team
- Able to stay calm in difficult situations
- Good interpersonal skills
- Well presented
- Efficient and speedy

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• Prepared to work weekends and evenings
• Able to handle money
Key Selection Criteria: Nil
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 within the workplace to the Host Employer and Westvic Staffing Solutions without delay.
Additional Information • **Hours Per Week: 38 (Rotating Roster)** • **Award / Agreement: National Training Wage Level A** • **Superannuation: 10.5%** • **Commencement Hourly Rate: TBA** • **Allowances: Penalty rates will occur with weekend work and public holidays**
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_____/_____/____