



Competency Based POSITION DESCRIPTION

POSITION TITLE	Food and Beverage Attendant
AGENCY	West Beach Trust
DIVISION	Food and Beverage
CLASSIFICATION	Level 2 Customer Service
REPORTS TO	Food and Beverage Operations Supervisor

PURPOSE

To provide high quality customer service of food, beverages and consumables to Adelaide Shores customers in an efficient and timely manner.

KEY RESULT AREAS

1. Service Counter	
Critical Tasks	<ul style="list-style-type: none"> ▪ Ensure all customers are served in a polite, friendly and helpful manner; ▪ Efficient and correct operation of the Point of Sale system; ▪ Ensure orders are taken correctly and filled in a timely manner; ▪ Ensure all food and beverage is presented to a high quality at all times; ▪ Responsible service and sale of alcohol beverages; ▪ Actively promote products and services
Measures	<ul style="list-style-type: none"> ▪ Increase in food and beverage takings. ▪ Correct balancing of cash register daily.
2. Dine In & Functions	
Critical Tasks	<ul style="list-style-type: none"> ▪ Serve food and beverage, undertake preparation duties and clear on completion of service; ▪ Cleaning tables regularly in preparation for next customers; ▪ Clearing the floor of any rubbish as and when needed; ▪ Maintain stock levels as required by Cafe Supervisor;

	<ul style="list-style-type: none"> ▪ Ensure service counter is kept clean and tidy at all times; ▪ Empty rubbish bins as and when needed; ▪ Maintain high standard of cleanliness of kiosk equipment; ▪ Provide advice on food and beverage according to guest expectations and standards
Measures	<ul style="list-style-type: none"> ▪ Increase in customer base. ▪ Improvements evident in presentation and service delivery. ▪ Achieve a high level of customer satisfaction.
3. OH&S	
Critical Tasks	<ul style="list-style-type: none"> ▪ Assist in maintaining the Café and Function centre in a hygienic and orderly condition at all times; ▪ Ensures all equipment is maintained and used appropriately; ▪ Ensures all tasks are implemented in accordance with procedures, policies and OH&S requirements; ▪ Report accidents and/or incidents immediately.
Measures	<ul style="list-style-type: none"> ▪ Compliance with OH&S policies and procedures. ▪ Effective and proper use of resources.

COMPETENCIES REQUIRED

The competencies below are an overview of the traits and behaviours required to be successful in the position.

Competency Area	Typical Behaviours
Achievement Orientation	Sets high performance standards. Sets priorities. Emphasises high standards to others. Shows pride when standards are met. Adheres to timetables, rosters and agreed timings.
Customer Service	Acknowledges the customer. Clarifies customer's needs. Gives priority to customer satisfaction. Confirms satisfaction of service with the customer. Listens and empathises. Takes responsibility for actions.
Ethics & Accountability	Acts in a manner consistent with organisational values. Does what he/she says he/she will do. Declares conflict of interest. Follows organisation's policies. Respect decisions of the organisation.
Commitment to Safety and Environment	Committed to the philosophies of workplace health & safety and protection of the environment. Identifies relevant issues and hazards in own work area. Keeps up-to-date on organisational OHS and environmental policies and procedures and follows these. Reports on hazards and/or accidents and incidents.
Teamwork	Builds relationships with others. Is open and honest. Exchanges information freely. Volunteers ideas freely. Supports others' ideas. Supports group decisions.
Continuous Improvement	Identifies opportunities for process, system and work area improvement. Actively seeks and uses ideas, asks questions & challenges assumptions. Shows attention to detail. Celebrates new ideas implemented successfully.

SKILLS AND EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> ▪ Ability to communicate with all levels of staff, the public and community. ▪ Ability to maintain a high level of service delivery even when under pressure. ▪ Excellent numerical and literacy skills. ▪ Ability to use own initiative. 	<ul style="list-style-type: none"> ▪ Knowledge of the tourism and hospitality industry.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> ▪ Experience in a similar role within the hospitality or tourism industry. ▪ Further studies undertaken i.e. food hygiene, preparation, café service. ▪ Responsible service of alcohol

SPECIAL CONDITIONS

A flexible approach to working hours will be required as hours of work will be amended seasonally and dependent staff rosters and customer requirements. Attendance will also be required at times to attend specific matters and training / seminars on weekends.

Employee Signature: _____

Date: _____

Manager's Signature: _____

Date: _____