



Position Title:	Food and Beverage Attendant
Award:	Registered and Licensed Clubs Award 2010
Department:	Front of House
Reports to:	Front of House Manager
Financial Accountability:	Nil
Supervisory Accountability:	Nil

Position Summary:

The Food and Beverage Attendant provides friendly and efficient customer service at all times to RRG's patrons within a team environment. The incumbent presents as professional and competent through appearance and conduct.

Key Responsibilities and Objectives:

- Provide service to all patrons of the Club in a friendly and efficient manner.
- Ensure correct use of Till, coupons, EFT, menu computer as per Club procedures.
- Keep abreast of Club specials including, meal specials, members points and deals.
- Coffee, tea and beverage service.
- Clearing and cleaning of tables.
- General cleaning, resetting etc.
- Stock replenishment and rotation.
- Completion of opening and closing procedures.
- Execute all duties given in each shift.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria:

1. Current Safe Food Handling Certificate
2. Current Responsible Service of Alcohol (NSW)
3. Hospitality experience within a similar environment
4. Customer service and cash handling experience within a similar environment
5. Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
6. Good interpersonal skills, with a friendly manner when dealing with public and other staff members.
7. Willingness to work weekends and variable shifts as required.

Highly regarded:

8. Current Responsible Gaming Conduct (NSW)

Key Relationships:

Internal: All staff

External: Members and their guests, general public

Key Club Requirements	
Adhere to Club Values	<p>The values that we will live by in pursuit of our vision and mission are as follows:</p> <ol style="list-style-type: none">1. EXCELLENCE We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity.2. BOLDNESS We want to be bold, innovative and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members.3. FUN Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN.4. ADAPTABILITY In a highly competitive industry we must be prepared to change. Whether driven by legislative, technological or market forces we must continuously refresh our offerings to remain competitive.5. RESPECT We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability.6. COMPLIANCE We conduct our business and ourselves in a lawful and socially responsible manner. Through good governance and responsible management, we manage our resources to ensure the ongoing sustainability and evolvment of our club.

Workplace Safety Responsibilities	<ul style="list-style-type: none"> • Perform role in a safe manner by adhering to RRG Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Adhere to emergency procedures as detailed in the RRG Emergency Procedure. • Ensure compliance with manual handling practices.
Code of Conduct/ Behaviour	<ul style="list-style-type: none"> • Demonstrate practice within the Vision, Mission and Values of RRG. • Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism. • Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act & Principles, Equal Employment Opportunity, Bullying and Harassment.
Education/Training	<ul style="list-style-type: none"> • Demonstrate commitment to personal and professional development. • Participate in professional development annually, with the department manager, identifying key areas for professional and personal growth.
Organisational Expectations	<p>Facilities and Equipment</p> <ul style="list-style-type: none"> • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times. • Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate department manager. • Ensure the safety and economical use of all resources.

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____