



Position Title:	Drinks Cart Attendant
Award:	Registered and Licensed Clubs Award 2020
Department:	Pro Shop
Reports to:	Pro Shop Manager
Financial Accountability:	Nil
Supervisory Accountability:	Nil

Position Summary:

The Drinks Cart Attendant provides friendly and efficient customer service at all times to the Club's course patrons within a team and autonomous environment and adhering at all time to the NSW Responsible Service of Alcohol legislation. The incumbent presents as professional and competent through appearance and conduct.

Key Responsibilities and Objectives:

- Provide services to all patrons of the course in a friendly and professional manner.
- Serve drinks efficiently and responsibly.
- Ensure correct use of till, coupons, EFT, menu computer as per Club procedures.
- Be conversant with opening and closing procedures.
- Ensure stock levels are sufficient for day's trade.
- Have a knowledge of golf and RRGc course and be able to pass that on to patrons.
- Ensure the cart is attended at all times.

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 Responsible Service of Alcohol (NSW).
2. Bar experience within a similar environment.
3. Sound knowledge of golf and the course.
4. Customer service and cash handling experience.
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.

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 RRGC Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace.

	<ul style="list-style-type: none"> • Adhere to emergency procedures as detailed in the RRGC 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 RRGC. • 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. Registered and Licensed Clubs Award 2010.
Education/Training	<ul style="list-style-type: none"> • Demonstrate commitment to personal and professional development. • Participate in professional development, with the department manager, identifying key areas for professional and personal growth.

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

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____