JOB DESCRIPTION
FOOD AND BEVERAGE ATTENDANT

REPORTS TO: Events and Venues Manager and Supervisor
SUBORDINATE POSITIONS: Nil
AWARD: Wollongong UniCentre Services Agreement
SECTION: Events & Venues

JOB SUMMARY
To provide consistent and high quality standard of food and beverage set up/service to all clients, ensuring smooth delivery of conference and function services.

CUSTOMER SERVICE:
1. To ensure excellent and professional customer service for all interactions
2. Providing high level service while serving and at register operation in all areas.

FINANCIAL CONTROL:
3. To follow cash handling procedures as required.

PEOPLE AND CULTURE:
4. Ability to work in a team based environment.

BUSINESS PROCESS AND INNOVATION:
5. Ensure excellent and professional client service at all times.
6. Set up and reset specific Events and Venues activities as directed.
7. Undertake general waiting and service duties of food and beverages.
8. Communicate and liaise with team members, kitchen and other areas of operation
9. Follow hygienic food and beverage handling procedures.
10. Provide general assistance in cleaning in kitchen and function areas, as directed.
11. Adhere to Responsible Service of Alcohol legislation.
12. Able to work a flexible roster including evening and weekend work where necessary.
13. Be aware and understand all relevant Wollongong UniCentre Ltd guidelines and policies.
14. Maintaining a high level of food handling and Work Health and Safety practices
15. To follow written operational procedures and work methods for all areas of the service, ensuring consistent, high quality standards.
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OTHER:

1. Any other duties as directed within the scope of job holder’s skills and capabilities.

WORK HEALTH AND SAFETY:

2. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.

3. Work within guidelines as detailed in the relevant Standard Work Method Statements (SWMS).

4. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identified hazards if able to do so safely.

5. Participate in workplace consultative meetings as required and recommend improvements to relevant Standard Work Method Statements.

6. Ensure that all tasks are conducted in a manner consistent with the Standard Work Method Statements.

Signed: ______________________   Date: ______________
Employee

Signed: ______________________   Date: ______________
Manager
PERSON SPECIFICATION

ESSENTIAL

• Responsible Service of Alcohol certificate
• Relevant previous experience in waiting/bar service in a Conference and Function environment
• Ability to work a varied casual “Call In” roster including weekdays, evenings and weekends
• Knowledge of current Food and Beverage regulations
• Relevant Hospitality courses completed or completing
• Previous Team Work experience

DESIRABLE

• Tertiary qualifications in hospitality.
• Computer skills
• Drivers licence