

## POSITION DESCRIPTION

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<b>Position Title</b>	Food and Beverage Attendant
<b>Position No</b>	
<b>Faculty/Centre</b>	Holmesglen at Eildon
<b>Classification</b>	Hospitality Industry Award Level 2 (HIL 2)
<b>Prepared By</b>	Rozanne Lawton
<b>Date</b>	July, 2023
<b>Reference No</b>	
<b>Approved By</b>	Associate Director, Human Resources
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Delivery and supervision of all food and beverage service to the highest possible standard.</li> <li>2. Providing hands on food and beverage service for conference, student groups and functions in both front and back of house in a timely, professional and seamless manner.</li> <li>3. The supervision of casual staffing and operational issues relating to food and beverage service during the shift.</li> <li>4. Ensuring all casual staff working during your shift, are briefed and prepared for the operation of service for the current and following shift.</li> <li>5. Liaison with clients to ensure that all of the services provided are aligned to their needs.</li> <li>6. Liaison with the Food &amp; Beverage Coordinator, General Manager and all Operational Team members at The Centre to ensure we maintain a high standard of delivery of services.</li> </ol>
<b>Manager/Supervisor</b>	<ul style="list-style-type: none"> <li>▪ Food &amp; Beverage Coordinator</li> </ul>
<b>Role Of Subordinates (Where Applicable)</b>	<ul style="list-style-type: none"> <li>▪ N/A</li> </ul>

**Internal Communication Requirements**

- Liaise with Food & Beverage Coordinator, Head Chef and General Manager.
- Liaise with Head Chef regarding menu selections and special dietary requirements.
- Liaise with Reservations Coordinator regarding room set ups, special needs, audio visual needs, client numbers and menu selections.
- Attendance at scheduled operational meetings and Food & Beverage meetings.
- Liaise with Holmesglen Institute staff & students.

**External Communication Requirements**

- Liaise with clients to ensure that all of the services and menu selections are aligned to their immediate needs.
- Liaise with contractors and suppliers in absence of Food & Beverage Coordinator.
- Liaise with teachers and students to determine student duty rosters and any special needs.

**Specific Accountabilities**

1. Maintain and develop a dedicated team providing the highest quality of service during your shift.
2. Performance of all criteria as outlined in schedules or as requested by management.
3. Develop effective working relationships with clients.
4. Ensure that work is completed by shift staff on time and to a standard appropriate to the group in house.
5. Provide hands on service delivery for all groups.
6. Responsible for the cash handling and balancing of all monies on your shift.
7. Addressing all staffing issues in a fair and timely manner and referring any unresolved issues to the Food & Beverage Coordinator or General Manager.
8. Ensure the completion of handover diary after every shift outlining any issues or concerns relevant to stock levels, maintenance, cleaning, special request or client comments.
9. Perform basic food preparation and presentation tasks where needed.
10. Assist the kitchen with food preparation duties to cover any unexpected labour shortfalls that may occur.
11. Observation of the requirements of the relevant legal and institute policies and procedures.
12. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.

**Qualifications**

13. Support the Institute’s strategic plan and vision and work to ensure that all activities align to the Institute’s commitment to quality.
14. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety standards, to ensure that departmental operations comply with Occupational Health and Safety legislation.

**Minimum**

- Responsible Service of Alcohol – current certificate.
- Completed VCE or equivalent.
- Workplace Food Handlers Certificate.
- Working with Children Check
- Current Victorian Drivers License.

**Preferred**

- Certificate II in Hospitality Operations
- Certificate IV in Hospitality Supervision.

**Knowledge**

- Hospitality Operations
- Food & Beverage Service.
- Meetings and conference industry
- Camps and student group operations
- Food hygiene and food handling practices.

**Experience**

- Extensive Hospitality experience in a similar role.
- Coordinating and managing a team.
- Dealing with people of diverse age groups and cultures.

**Skills**

- Excellent customer service skills – meet/greet, consummate, host/hostess.
- Presentation and function set up.
- Basic audio visual operation and set up.
- The ability to work independently and in response to changing needs and demands.
- Food service skills
- The ability to co-ordinate the activities of a team and train new casual staff members.
- Work within set policies and procedures.

**Key Selection Criteria**

1. Appropriate hospitality industry experience.
2. Demonstrated record of excellent customer service.
3. Highly developed organisational skills.
4. Excellent communication and interpersonal skills directed towards customer service.
5. Flexibility to work across a 7 day roster including early and/or late shifts as required.

**Note**

- The Incumbent may be required to perform his/her duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations
- Due to the nature of the position, there is a requirement to accommodate flexible working hours and attendance requirements.
- Holmesglen is a child safe organisation. This position requires a current Victorian Employee Working with Children Check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.