

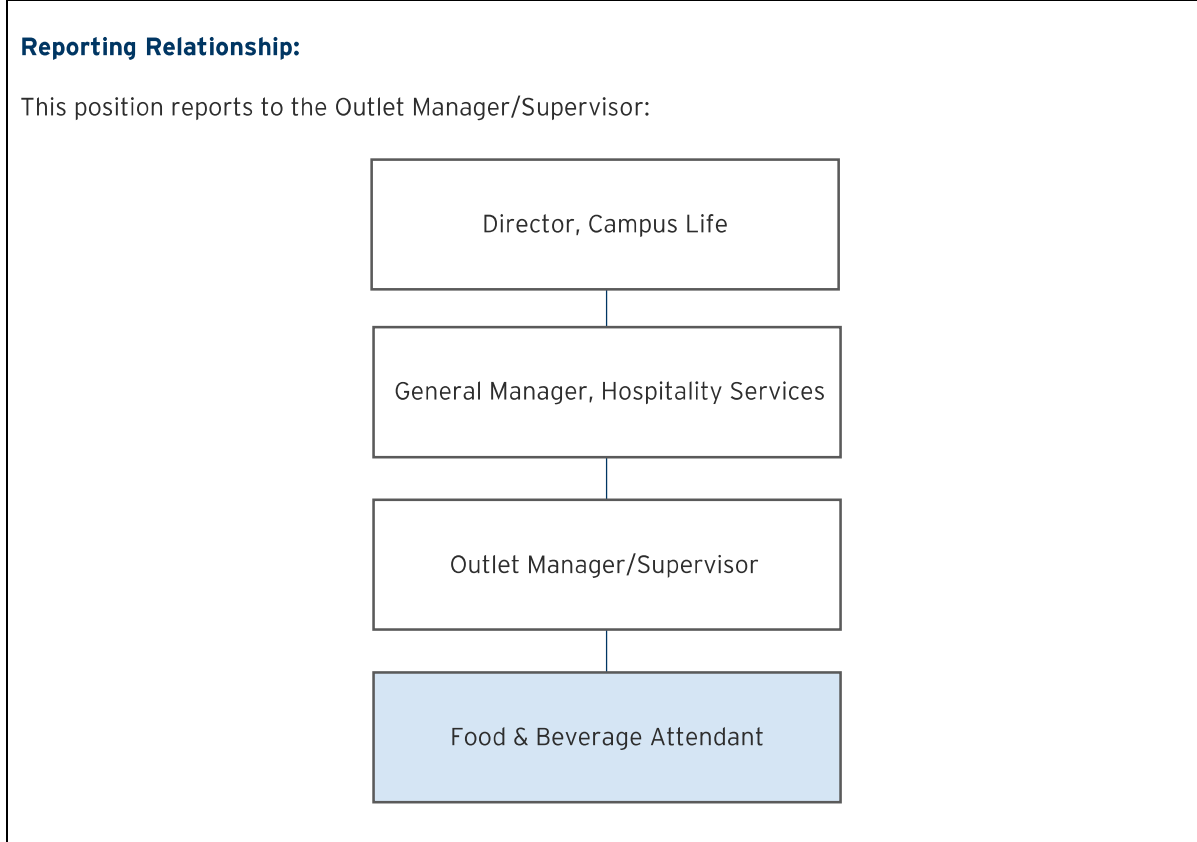


Position Description

Position Title: Food and Beverage Attendant	Classification: Level A (Casual)
Faculty/School/Office: Food and Beverage Department	Date Position Classified/Updated: May 2024

Purpose of the Position:
 As a food and beverage service staff member, you will carry out all aspects of your designated area including customer and food and beverage service. Assist in the upkeep of all F & B outlets as directed by the manager and/or supervisor. You will need to be flexible in regard to working in different F & B outlets and be available when required during hours of outlet operations. You will also be required to assist in the setup, service and breakdown of functions in the events department other food service outlets and the service in the bar. You will be an integral player in ensuring guest satisfaction remains a top priority. You must be working as part of a team or be able to finalize tasks by yourself as required to deliver high standards of customer service.

Your professional conduct and manner will ensure that the position of the Bond University Food and Beverage Department is the preferred venue for students and guests to enjoy professional effective service, great food and beverage selection and pleasant safe surroundings. You will ensure that you work within all guidelines, policies and procedures at Bond University in regard to State and Federal legislation for OH&S and Hygiene and company policies.



Selection Criteria:

- Minimum of 12 months experience in related industry (hospitality)
- Excellent communication skills
- Ability to carry out manual hands on duties including lifting
- Ability to work as part of a team or work alone unsupervised
- Ability to make sound judgments and take responsibility

Desirable Criteria:

- In possession of a valid RSA (responsible service of alcohol certificate)
- Proven record in excellent team work
- Problem solving skills
- Silver service experience
- Some knowledge of Federal, State and local regulations for Occupational Health and Safety

Competency	Responsibility
Guest Focus	<ul style="list-style-type: none"> • Deliver exceptional service that is swift, efficient and friendly and meets the guests needs at all times. • Treat guest problems or potential problems effectively, aiming for minimal guest dissatisfaction. • Recognise situations, which may become difficult guest problems, rectify immediately or be ready to act in order to alleviate. • Ensure all interactions with employees and guests are conducted to Bond University Food and Beverage principles of customer service. • Continually seek opportunities to enhance quality of service to customers and staff and to act on those opportunities in a timely manner by assisting management in the development and implementation of improvements to service procedures. • Provide friendly, professional, courteous and timely responses to telephone calls and guest inquiries in accordance with the F & B staff handbook standards. • Working knowledge of Federal, State, and local regulations for responsible service of alcohol (RSA)
Operational Performance and Development	<ul style="list-style-type: none"> • Act to ensure proper steps are taken to run an efficient operation noting high and safe capacities, friendly guest service and overall excellence in food and beverage experience at all times. • Report all maintenance requests and incident to appropriate departments and managers. • Maintain pro-activity on all incidents and potential hazards, which can affect the guest/staff at all times. • Ensure the facilities and equipment are maintained to the highest level of cleanliness and hygiene standards. • Any problems, which occur in the workplace, are reported to the manager for resolution. • Be proactive in advising supervisor/manager when tasks are completed to ensure optimum service is provided to the guests, taking into account the need for cost efficiency at all times. • Apply health and safety practices and procedures. • Accurately and effectively respond to emergency and special situations involving equipment, staff and guests. • Maintain all company policies in relation to safety, service, cleanliness, efficiency and presentation.

	<ul style="list-style-type: none"> • Attend meetings and training sessions as required and keep abreast of departments involvement in different areas of Bond University • Ensure all Federal, State and Local regulations are adhered to in relation to food handling, responsible service of alcohol (RSA) and Occupational Health and Safety. • Ensure correct food and beverage handling procedures are adhered to ensuring quality checks are continually reviewed to ensure consistency. • Carry out “hands on” manual work on a daily basis to ensure service and facilities are presented in an efficient and timely manner to predetermined standards. • Adhere to recognized service procedures to support total guest satisfaction.
Communication	<ul style="list-style-type: none"> • Support the use of notice boards and staff meetings as an integral communication tool by regularly passing on information • Follow Bond University policies and procedures applying to the workplace and department specifics. • Maximize opportunities to build interpersonal skills and team building relationships.
Financial Awareness	<ul style="list-style-type: none"> • Suggest, where appropriate, ways of reducing costs/time related activities. • Ensure you are aware of your roster regularly checking for changes • Assist in the minimization of wastage and the utilization of stock and resources. • Correctly and accurately complete your timesheet, ensuring your times are countersigned by a supervisor. • Ensure accuracy in cash handling and pos operations
Team Relationships	<ul style="list-style-type: none"> • Report staff grievances and complaints to supervisor/manager. • Demonstrate effective interpersonal skills promoting teamwork. • Maximize opportunities to build team relationships and enhance communications. • Suggest, where appropriate, ways of building better communication within the department and throughout the University.
Personal Development	<ul style="list-style-type: none"> • Participate in regular performance appraisals. • Complete all Bond University food and beverage training courses relevant for the position.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.