



Position Description

Position Title:	Food & Beverage Attendant
Division:	Business & Corporate Services
Department:	Food & Beverage
Classification/Level:	PAC CS 1
Ordinary Working Hours & Days:	Work is dependent on theatre and function activity.
Reports to:	Manager, Food & Beverage Food & Beverage Operations Manager Cafe Manager
Positions reporting to this role	Nil
Significant working relationships:	<ul style="list-style-type: none"> • Food & Beverage Operations Manager • Cafe Manager • Food & Beverage staff • Internal customers (Festival Centre staff) • External customers (general public, other theatre and arts companies, visitors, artists etc)
Decision Making/ Purchasing Authority:	Nil
Special Conditions:	Working weekends and evenings is a requirement of this role.

Adelaide Festival Centre Overview:	Adelaide Festival Centre is central to the Arts in South Australia and an integral part of community life in the state. Adelaide Festival Centre welcomes the community, artists and companies and provides arts leadership in SA. We celebrate and showcase Australian artistic achievements, develop them for a world audience and bring stimulating ideas and projects to our state
---	--

Department Overview	The Food & Beverage department is a service provider to shows and events being held within Adelaide Festival Centre venues. External and internal functions are key contributors to the Food & Beverage department's revenue stream.
----------------------------	--

Summary of Key Purpose of Position:	Meeting, greeting and serving guests with utmost professionalism. Taking and delivering food and beverage orders. Cash handling. Set up and break down of function spaces.
--	--

Key Result Area / Accountabilities:
Set up and break down of function spaces.
Serving customers: taking and delivering food and beverage orders, pouring and serving drinks, operating cash register.
Demonstrate utmost professionalism with customers/ guests.
Undertake general cleaning of function/bar spaces, glassware and other items as requested.
Adhere to and follow instructions with regard to briefings.
Follow RSA practices at all times.
Maintain environmental awareness: use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances.
Perform any other duties as requested within level of skills, experience and competence.
Provide outstanding customer service on a daily basis by demonstrating respect, listening to and working with our customers, both internal and external, to achieve positive outcomes, where possible, for all involved.
Be aware of and implement Adelaide Festival Centre policies and procedures including Customer Service Guidelines and Records Management.
At all times behave in a manner which is conducive to the values and expected behaviours at the Festival Centre.
Work Health & Safety Responsibilities (WHS)
Care for your own and others' health and safety.
Comply with any reasonable instruction from the department, so far as you are reasonably able.
Cooperate with all reasonable departmental policies and procedures.
Comply with the WHS legislation.
Wear and maintain Personal Protective Equipment (PPE) as directed.
Use other safety and emergency equipment provided in the workplace.
Assist with and conduct risk assessments.
Report a hazard, incident, injury or illness arising from workplace activities within 24 hours.
Implement WHS policies, procedures and safe systems of work.

Key Competencies:	Requirement:
Qualifications/ Education	
Current RSA certificate	<i>Essential</i>
Knowledge/ Skills/ Abilities	
Exceptional time management skills within a team environment	<i>Essential</i>
Consistent and professional approach to delivering customer service	<i>Essential</i>
A very high level of attention to detail	<i>Essential</i>
The ability to work under pressure	<i>Essential</i>
Be physically fit with unrestricted ability to lift, bend, stretch and twist	<i>Essential</i>
Proven ability to monitor and maintain consistent standards relating to quality, presentation and hygiene	<i>Essential</i>
Ability to work calmly and purposefully while under pressure	<i>Essential</i>
Have flexibility within banquets and bar service.	<i>Essential</i>
Be team focused.	<i>Essential</i>
Have excellent communication and interpersonal skills.	<i>Essential</i>
Be reliable with a friendly and outgoing personality.	<i>Essential</i>
Knowledge of Work, Health & Safety and Food Safety requirements	<i>Essential</i>
Understanding of wine, spirits and beer: <ul style="list-style-type: none"> • Wine – basic understanding of wine, temperature to be served at; recognise basic wine faults • Liquors – knowledge of commercial liquors • Beers – ability to identify a range of domestic beers including stouts, ales and lagers 	<i>Essential</i>
Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines	<i>Essential</i>
Experience	
Minimum 2 years' experience working in a restaurant or similar function venue	<i>Essential</i>
Minimum 2 years' experience in bars	<i>Essential</i>
Significant experience as a Food and Beverage Attendant in a significant hotel or sizeable restaurant operation	<i>Essential</i>
Experience participating within a team	<i>Essential</i>
Barista experience	<i>Essential</i>