



Position Description

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| Position Title: | Food & Beverage Attendant |
| Division: | Business and 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 Assistant Manager, Food & Beverage Manager, Star Kitchen and Bar |
| Positions reporting to this role | Nil |
| Significant working relationships: | <ul style="list-style-type: none"> • Assistant Manager, Food & Beverage • Manager, Star Kitchen and Bar • 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: | This position will commence on PAC CS Training classification. Working weekends and evenings is a requirement of this role. |

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| 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 |
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| 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. |
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| 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. |
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| Key Result Area / Accountabilities: |
| Setting up and breaking down of function spaces. |
| Serving customers: taking and delivering food and beverage orders, pouring and serving drinks, operating cash register. |
| Demonstrating utmost professionalism with customers/ guests. |
| Undertaking general cleaning of function/bar spaces, glassware and other items as requested. |
| Adhering to and following instructions with regard to briefings. |
| Following RSA practices at all times. |
| Maintaining environmental awareness: using energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances. |
| Performing any other duties as requested within level of skills, experience and competence. |
| Providing 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. |
| Being aware of and implementing Adelaide Festival Centre policies and procedures including Customer Service Guidelines and Records Management. |
| At all times behaving 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: |
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| Qualifications/ Education | |
| Current RSA certificate | Essential |
| Knowledge/ Skills/ Abilities | |
| Exceptional time management skills within a team environment | Essential |
| Consistent and professional approach to delivering customer service | Essential |
| A very high level of attention to detail | Essential |
| The ability to work under pressure | Essential |
| Be physically fit with unrestricted ability to lift, bend, stretch and twist | Essential |
| Proven ability to monitor and maintain consistent standards relating to quality, presentation and hygiene | Essential |
| Ability to work calmly and purposefully while under pressure | Essential |
| Have flexibility within banquets and bar service. | Essential |
| Be team focused. | Essential |
| Have excellent communication and interpersonal skills. | Essential |
| Be reliable with a friendly and outgoing personality. | Essential |
| Knowledge of Work, Health & Safety and Food Safety requirements | Essential |
| 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 | Essential |
| Be aware of different wine styles including sparkling (difference between sparkling and champagne), red, white and dessert wines | Essential |
| Experience | |
| Relevant and proven experience working in a restaurant or similar function venue | Essential |
| Relevant and proven experience serving alcohol | Essential |
| Significant experience as a Food and Beverage Attendant in a significant hotel or sizeable restaurant operation | Essential |
| Experience participating within a team | Essential |
| Barista experience | Essential |