



POSITION DESCRIPTION

FOOD BEVERAGE & GAMING ATTENDANT

Results Inherent in this Position:

The objective of this position is to effectively attend the service area you are working in; Function Room, Bistro and Gaming Room and achieve the result of making this Venue a premier hospitality and entertainment centre and attracting and retaining guests by providing quality service.

Definition of quality service: Any positive experience provided to guests that will enhance perceptions of the venue leaving a positive imprint on their minds.

Work Inherent in this Position:

- To ensure that you work within the Team attitude so as the guests will be delighted with their experience.
- To take all reasonable action and precaution within your control to ensure that the Liquor License and Venue Operator License are not jeopardised.
- To cross sell other areas of the Venue where appropriate.
- To ensure that all Guest complaints are dealt with promptly and that the Guest leaves our venue as our ambassador.
- To follow the Customer Service Charter as defined by the staff of the Horsham Sports & Community Club
- To attend seminars, team training or meetings as requested.
- To liaise with Duty Supervisor, Gaming Supervisor, Maitre D, fellow Team Members and Management on a continual basis.
- To ensure that all the Venue's standards, procedures and policy are adhered to.

Works Standards Inherent in the Position:

- All staff on duty must be dressed according to the Uniform Policy and log on and off for each shift including breaks
- Team Members are to adhere to Venue's policies and procedures at all times.
- A Guest orientated attitude will be maintained at all times.
- All interactions with the Venue's Guests are to be prompt, greeting them with a smile in a friendly and polite manner.
- All service areas and surrounding areas are to be kept impeccably clean at all times.
- Consumables and supplies must be kept at required levels at all times in the service areas.

Principle Duties:

General:

- Report for duty on time as requested by the Manager.
- Present and conduct yourself professionally whilst on duty ensuring customer satisfaction and setting a fine example to customers (Customer service is 99% of our job).
- Proper attire must be worn which must be of neat and clean appearance.
- Be aware of and adhere to all relevant Job Descriptions whilst working in various departments.
- Follow standards set out in the employee information manual
- Ensure patron comfort, paying attention to cleanliness, heating and cooling of the club
- Ask about potential improvements and the service currently provided
- Report all equipment breakdowns or failures to management.
- Abide by the Liquor Licensing, Occupational Health & Safety Act, Discrimination Act, Gaming Commission Acts, Food Safety Act and the Crimes Act.
- Do not lend money or stock to anyone Or Do not pay cash on credit cards
- All goods remain the property of the Horsham Sports and Community Club unless paid for by a customer / member for cash, Eftpos or credit cards at the price set by management.
- Assist Management in daily operations as requested and with promotional activity.
- You are not authorised to enter into any contracts that are legally binding on the Club.

Primary Specific:

GAMING

- Obtain and maintain a Gaming Industry Employee Licence
- Complete Responsible Service of Gaming training and update as required
- Open and close gaming room as per procedures
- Customer service – food and beverage
- Acknowledge customers by first name
- Enforce all relevant laws
- Answer telephone calls according to club policy
- Thorough knowledge of games
- Cashier duties, Keno Operations, Bookpays, Coin jams, Refills, Jackpots, Payout combinations, Ebet queries
- All machine faults are to be reported and/or fixed within three to five minutes. Where necessary log the fault to AMTEK or INTRLOT Report all incidents out of the ordinary to your supervisor
- Present the gaming room in a clean and tidy manner
- Coin clearance, reset machines, read meters, weigh hoppers

BAR

- Complete Responsible Service of Alcohol training and update as required
- Stock fridges ensuring stock is rotated correctly
- Acknowledge the customers by their first name
- Present the bar in a clean and tidy manner. Keep the lounge area neat and tidy
- Provide drink service and have a sound knowledge of the types of drinks being used

CAFÉ/BISTRO DUTIES

- Complete Responsible Service of Food training and update as required
- Open and close CAFÉ/BISTRO as per procedures
- Answer telephone calls
- Setting tables, attend to bookings
- Customer service – food and beverage, Drink Service, Cappuccino including till operations
- Basic food preparation and serving
- Stock rotation
- Housekeeping and cleaning (cutlery, plates etc.)

FUNCTION ROOM

- Taking direction from the Maitre D
- Set and clear tables
- Customer service – food and beverage including till operations
- Cleaning (cutlery, plate's etc.)
- Basic food preparation and serving

PROMOTIONAL

- Have a good knowledge of all current promotions and sell them directly to patrons
- Use the PA system to promote the Clubs facilities hourly
- Cross sell all products and promotions
- Convey new promotional ideas to the management

CELLAR/STOCK FRIDGES

- Change barrels as required
- Keep clean and floors mopped
- Stock cool room and fridges as required ensuring all stock is rotated correctly
- Present stock in clean order all faced up in the fridges

SECURITY

- Follow procedures for cash security hold up, fire and emergency evacuation
- Follow all OH & S policy and procedure

OTHER DUTIES

- Duties deemed necessary from time to time