

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Bar Attendant	LOCATION:	Hamilton Island
DIVISION:	Food and Beverage	DIRECT REPORTS:	Nil
REPORTS TO:	Outlet Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	September 2012		

JOB PURPOSE

Responsible for the timely preparation and service of all beverages following the correct procedures and ensuring a high standard of guest service and guest satisfaction at all times

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Ensure that the outlet and surrounds are kept clean and tidy at all times; prior to, during and after service periods
- Prepare all mise en place and stock the bar ensuring adequate stocks are available for the beginning of each shift
- Prepare and deliver all beverages ensuring the use of the outlet's standard recipes
- Provide table service where possible, or where required
- Prepare requisitions according to the outlet policy on par stock, on a daily basis
- Maintain accurate reports on sales, spoilage and breakages, and end of shift balancing, on a daily basis
- Perform opening and closing duties as requested by supervisor or manager
- Perform gaming payouts in accordance with Government legislation and outlet operating procedures (for selected outlets)

EXPERIENCE & QUALIFICATIONS

- Current QLD RSA (Essential)
- Minimum 3-6 months bar experience (Essential)
- Cashiering experience (Essential)
- Cocktail knowledge (for nominated outlets) (Desirable)
- Experience working in a 5-star environment (for nominated outlets) (Desirable)
- Current RCG (for nominated outlets) (Essential)

PERSON SPECIFICATION/SKILLS

- Exceptional customer service
- Well presented
- Excellent Communication and interpersonal skills
- Reliable and flexible in terms of rosters

KEY WORKING RELATIONSHIPS

- Hamilton Island Guests
- Concessionaires
- Food and Beverage Staff and Management
- Kitchen Personnel
- Other HIE Outlets
- HIE Executive Team and Stakeholders