

## HAMILTON ISLAND POSITION DESCRIPTION

### POSITION DETAILS

|                        |                             |                          |                 |
|------------------------|-----------------------------|--------------------------|-----------------|
| <b>POSITION TITLE:</b> | Food and Beverage Attendant | <b>LOCATION:</b>         | Hamilton Island |
| <b>DIVISION:</b>       | Food and Beverage           | <b>DIRECT REPORTS:</b>   | Nil             |
| <b>REPORTS TO:</b>     | Restaurant Manager          | <b>INDIRECT REPORTS:</b> | Nil             |
| <b>DATE PREPARED:</b>  | September 2012              |                          |                 |

### JOB PURPOSE

Responsible for providing a high standard of food and beverage service in an enthusiastic and friendly manner in accordance with the service policy and standards. Incumbents must provide an exceptional level of guest satisfaction and ensure the accuracy of financial transactions at all times.

### JOB RESPONSIBILITIES (NOT LIMITED TO)

- Ensures Food Safe handling standards are practiced at all times.
- Performs opening and closing duties as requested by the supervisor or manager.
- Performs their duties enthusiastically and in accordance with the HIE Values and Behaviours and the HIE Code of Conduct.
- Attend to guest needs at all times ensuring guest satisfaction and the provision of information on the establishment.
- Ensures that service is performed in accordance with the outlet 'Sequence of Service' standards.
- Encourage customer feedback regarding product and services and provide manager with this feedback.
- Individualise and personalise customer service where possible.
- Perform cashiering function in accordance with Standard Operating Procedures including Point of Sale (POS) data entry.
- Consistently develop and improve your product knowledge within the department to ensure you are able to take advantage of opportunities for up selling and suggestive selling.
- Ensure Resort, Customer and Staff information or transactions are kept confidential during or after employment with the company
- Attend meetings, training and other duties as directed by the restaurant Manager/Supervisor

### EXPERIENCE & QUALIFICATIONS

- HSC (Desirable)
- Previous Hospitality experience in accordance with the outlet requirements (Desirable)
- Current QLD Responsible Service of Alcohol Certificate (Essential)
- Food Safe Handling certificate (Desirable)
- Cashier Training Level 1, 2 & 3 (Desirable)

### PERSON SPECIFICATION/SKILLS

- Have a positive and helpful attitude.
- Well presented.
- Team player
- Excellent Communication and interpersonal Skills.
- Reliable and flexible to work within rotating roster.

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### KEY WORKING RELATIONSHIPS

- Guests and residents of Hamilton Island
- Kitchen Personnel
- Food and Beverage Staff and Management
- Other outlets
- HIE Executive Team and Stakeholders

