

INFORMATION PACKAGE

Food Service Attendant

Information for Applicants:

Applicants must address the enclosed Key Selection Criteria

Applications should include a detailed resume addressing the enclosed Key Selection Criteria. Additionally, the names and contact numbers of at least two (2) recent referees, that are work related, should be nominated. These referees may be contacted without further reference to the applicant.

It is part of the consciousness at Ballina RSL Club Limited (the Club) to promote and encourage Occupational Health and Safety. Commitment to a safe and healthy work environment is achieved through the promotion and development of safer and healthier work practices and conditions involving each and every staff member participating on a voluntary basis. In this respect employees are responsible and accountable, at least to the extent of their duties as prescribed by the Occupational Health and Safety Act 2000.

All successful appointees will be expected to demonstrate the same level of occupational health and safety consciousness, and support and contribute towards risk management initiatives developed at the Club.

Failure to co-operate and respond to the above, may result in termination of employment.

The Club also has a policy of active involvement in the effective return to work of injured or occupationally unwell employees to ensure a speedy recovery and safe return to active employment.

Conditions of employment are in accordance with the Club Employees State Award and other Industrial Agreements, plus Clubs policies and procedures.

A Pre-Placement Health Assessment shall be conducted prior to any offer of appointment.

The Club promotes equal opportunity in the workplace.

A three month probation period applies to all successful appointees, your work performance will be assessed prior to expiration of your probation period, this assessment will be the basis for employment beyond the probation period. The probation period maybe less than three months, should the applicants or the Clubs, expectations on performance, not be aligned to required outcomes.

Food Attendant
KEY SELECTION CRITERIA

NOTE: In your application you must address each of the following Key Selection Criteria individually.

- Demonstrated recent experience within the hospitality industry, in this vocation.
- Demonstrated recent experience utilising your strong customer service skills.
- Demonstrated recent experience in being able to work as a team member and be able to work with minimum supervision
- Current Drivers Licence
- NSW Liquor Administration Board approved Responsible Service of Alcohol Certificate.

POSITION PROFILE

Title: Food Attendant

Reports to: Executive Chef, or in his absence, Duty Chef or Duty Supervisor.

Award – Club Employees (State) Award

Wage classification – level 2

Organisational Relationships:

Working within Clubs catering section, which will involve working in any of the Clubs catering operations at it's River Street premises, or at the Club's Canal Road premises. Rostered shifts will include night shifts, weekends, public holidays and Christmas Day. Based on the nature of our industry, leave applications over peak trading periods, will not be considered.

Position Objectives:

Provide and ensure the highest standard of service to all Club patrons and staff by performing duties in a highly efficient, effective and professional manner, while adhering to all Club rules, policies and procedures.

Clients (Customers) to be serviced:

Internal

- All fellow employees who work within catering.
- Other employees who rely upon you do discharge your duties in a safe and timely manner .

External

- Members, their guests and visitors who utilise the Clubs catering facilities.

Requirements of the Position and Operational Responsibilities.

Accountability:

The Food Attendant is accountable for his / her decisions and actions that impact on internal and external customers and the manner in which job description functions are discharged. Guidance, in a post training environment, is only in the form of Job Description and Clubs Polices and Procedures Manual.

A) Responsible for adhering to the effective and efficient running of the Food Service
Operation by:

1. Preparing section for operation including cutlery, decorations and accompaniments.
2. Familiarising yourself with the menu and in particular any specials
3. Ensuring that the section is kept clean and tidy at all times
4. Carrying and clearing plates promptly and according to respective procedures
5. Serving patrons according to Head Chef/Supervisors instructions.

6. Accurately taking and processing orders
 7. Adhering to all roster times, that being at rostered work station at designated time.
 8. Adhering to all safety procedures
- B) Responsible for cashiering duties when required by:
1. Ensuring that the till float is accurate
 2. Ensuring that all transactions are accurately processed through the till
 3. Ensuring that all charge dockets are rung up according to club policy
- C) Ensuring patron relations are kept to an optimum by:
1. Ensuring prompt and efficient service at all times
 2. Ensuring that all club policies and rules are adhered to by the patrons, especially in regard to children and dress rules
 3. Promote club activities where necessary
 4. Ensure that you have a full knowledge of your duties and the club in general
 5. Ensuring that all patrons requests/complaints are addressed through the Supervisor/ Department Manager
- D) Responsible for the smooth running of the prescribed function by:
1. Liaison with Functions Supervisor as to the function requirements
 2. Setting up functions as required
 3. Carrying and clearing of plates as required and according to club procedures
- E) Any other duties as directed by management from time to time.
- F) Responsible for assisting in the setting up of the Restaurant by:
1. Ensuring that all tables are arranged and set according to restaurant requirements
 2. Checking all menus and wine lists for alterations
 3. Ensuring that the preparation area is fully stocked with all necessary equipment.
 4. Ensuring that all menus and wine lists are cleaned regularly.
- G) Responsible for ensuring that patrons are kept satisfied with the club's service by:
1. Gaining a thorough knowledge of the menu
 2. Explaining the menu and recommending dishes if required
 3. Greeting and seating patrons and initiating a positive customer - waiting person relationship.
 4. Anticipating and attending to patrons requests politely and efficiently.
 5. Carrying and clearing plates according to restaurant standards.
 6. Competently serving meals in either plated, semi silver service or silver service styles as required.
 7. Removing unnecessary table items as quickly and efficiently and unobtrusive as possible
- H) Responsible for the smooth operation between kitchen and floor by:
1. Ensuring all orders are taken accurately and according to restaurant procedure
 2. Keeping floor area clean of all food and papers
 3. Attending to the cleanliness of all furniture and fittings as required

I) OH&S Responsibilities

- 1) Wear PPE
- 2) Follow procedures
- 3) Use equipment properly
- 4) Report injuries
- 5) Report hazards
- 6) Keep work area clean
- 7) Participate in return to work plan when required
- 8) Return to work on suitable duties if injured

Profile agreed to by applicant.....

Date...../...../.....