

Position Description

Title	F&B Attendant	Date Prepared	29.5.26
Reports to	Hospitality Manager	Approved by	HR

RESPONSIBILITY STATEMENT

Your role as Food & Beverage Attendant is to provide friendly, attentive, and efficient service to our valued customers at the Ernst & Young Venue. You are responsible for the delivery of high-quality products whilst adhering to the policies and procedures of TWG Catering. Your efforts will support the Catering team and business to meet and exceed the expectations of our clients and achieve the business objectives of the organisation.

KEY RESULT AREAS

The role of Food & Beverage Attendant involves the maintenance, setup, delivery, and breakdown of the service/board rooms. Consistent and professional communication with key stakeholders and customers is paramount to the success of this pivotal role. You will also be required at times to assist in other duties relating to the operation.

Key Responsibilities

Trippas White Group offers an extensive range of catering services to our valued customers.

- Daily stocking and rotation of supplies
- Daily records of items supplied, ordering and monthly records for manager
- All food items presented are in accordance with company standards, and all functions are cleared with in the required timeframe.
- All last-minute customer requirements are attended to.
- Espresso machine operation.
- Drive a professional internal and external 'Customer Focused' culture.
- Establish and maintain key client/customer relationships through effective communication.
- Provide management and direction to the team ensuring contractual and KPI service level agreements are achieved consistently.
- Actively represents TWG as a professional, responsive, and committed partner to the success and continuous improvement of the contract.
- Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes

Clean up and area maintenance

- Ensure all counter area and/or food preparation areas must be cleaned and sanitised at the end of day's trade adhering to food health and safety standards.
- Cleaning merchandising coffee stations and drink fridges
- Use correct chemicals on food preparation areas and kitchen equipment
- Follow cleaning schedule
- Maintain clean and sanitised service area and equipment

Storage of food / dry good items

- Ensure all food items must be stored to avoid cross contamination using the correct manual handling technique
- Ensure correct rotation of stock
- Stock and maintain counter and merchandise set up and display prior to service
- Be aware of correct holding temperatures for perishable food items
- Notify supervisor of potential low stock items

Hygiene and Cleanliness

- Delivered in line with state and federal legislation and company policy.

OH & S Policies and Procedures

- Understanding and comply with company OH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Attend Toolbox Meetings.
- Knowledge of evacuation procedures.
- Completed safety induction both on-line and classroom-based training

KEY RELATIONSHIPS:

External

- Client and other key stake holders from Ernst & Young
- Clients and staff at Ernst & Young Venues
- Suppliers of TWG Catering
- Customers of TWG Catering

Internal

- Chef/Manager
- Site Supervisor
- Client Experience Manager
- Other staff of TWG Catering.

PERSONAL SPECIFICATIONS:

Qualifications

Essential

- Higher school certificate or equivalent
- RSA
- Barista qualification

Desirable

- Certificate or Diploma (e.g., Business Management)

COMPETENCIES:

Skills

- Computer – Word, Excel, PowerPoint
- Previous group or public speaking

- Spoken communication: able to clearly present information through the spoken word
- Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures
- Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- Organisation and planning: able to organise or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Knowledge

- Three years of applicable experience in similar business function.
- A strong understanding of the dynamics of a national organisation.
- Thorough understanding of food service, function & event organising and delivery, retail concepts, marketing, merchandising, promotion, and advertising as it relates to a food business.
- Strong business acumen.

Behavioural Attributes

- Personal Effectiveness / Interaction – Self manages in accordance with the TWG Catering vision, demonstrates diplomacy when dealing challenging situations. Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG business objectives.
- Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency. Practices continuous improvement by constantly reviewing processes and output to improve own deliverables.
- Balancing conflicting priorities – Identify and manage conflicting priorities.
- Resource Utilisation – Create and nurture networks of people within and outside TWG Catering to obtain information and resources required to ensure things are done.
- Facilitates change – Prepare and manage the impact of change on self and others, to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

LEADERSHIP:

We set the highest standards and lead by example. We generate new ideas that become industry benchmarks. We use our initiative to achieve these goals for our customers and ourselves.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We always take our responsibilities seriously and act ethically.

PERFORMANCE STANDARDS

- Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome. Performance Standards will be discussed on the commencement of employment.

WORK ENVIRONMENT

- Our catering service operates from our client premises 111 Eagle Street, Brisbane, 4000, Queensland,.

INDICATIVE HOURS

- You will be given notice of all shifts, which can fall on any days of the week and the times of work will be dependent on function requests.

PHYSICAL DEMANDS

- To perform the essential functions of this role, you must be able to stand for most of your working shift, lift and carry food service items, move equipment, load, and unload trolleys.

SALARY GUIDE

This is a casual position; details of your award rate will be disclosed in your employment contract.

UNIQUE FEATURES OF POSITION

- Ongoing training provided
- Certain uniform items provided

Acceptance

I, _____, have read and understood the responsibilities contained within this document. I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____