
Position Description

Job Title: Food and Beverage Attendant
Reports to: Virgin Australia Lounge Manager
Site Location: Virgin Australia Lounges
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RESPONSIBILITY STATEMENT

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

KEY RESULT AREAS / TASKS

The role of Food and Beverage Attendant involves the service of pre-prepared or freshly prepared food items, assembling food, and the preparation of fruit, vegetables and salad items. Cooking of basic items may be involved and will depend on the menu selected by the client. Dishwashing is another key task using an automated dishwasher to wash crockery and cutlery. Manual scrubbing and washing may also at times be required. Previous experience in a busy café, coffee shop or cafeteria is preferred.

Tasks indicated below are relevant to the position.

A. Food and beverage operations:

1. Ensure the lounge and buffet are well always presented.
2. Ensure a high standard of personal grooming is maintained daily.
3. To ensure that the lounge opening and closing procedures are followed so that the next shift can operate smoothly.
4. To ensure that the lounge opens and closes in accordance with the contractual obligations that TWG has agreed with the client.
5. Ensure you are aware of any new product that is introduced into the lounge.
6. Menu item displays are implemented ensuring they are consistently followed.
7. Provides effective feedback to the supervisor and manager to keep them informed of issues during the shift (i.e., staffing, customer complaints, food quality, service routine suggestions etc.).

B. Clean up and area maintenance.

1. All buffet areas and / or food preparation areas must be cleaned and sanitized throughout the day adhering to food health and safety standards by:
 - Clearing / wipe down tables – removing rubbish from tables.
 - Cleaning coffee stations and drink fridges
 - Polishing glassware and cutlery
 - Dishwashing and stacking crockery.
 - Use correct chemicals on food preparation areas and kitchen equipment.
 - Follow cleaning schedule.
 - Maintain clean and sanitized service area and equipment.
 - Sweep and mop floors daily or as required.

C. Beverage Service:

1. Be proficient with espresso machine operations as required.
2. Assist in liquor.
3. Prepare and serve non-alcoholic beverages.

D. Customer Service:

1. To ensure high standards of customer service is provided by:
 - Ensuring buffet/lounge areas are well presented and refreshed after busy periods.
 - Providing tray service where possible to enhance guest experience.
 - Courteous, appropriate and efficient provision of service.
 - Engaging guests in a professional manner.
2. Respond to guest requests for assistance with food or special dietary needs to demonstrate product knowledge.
3. Be knowledgeable about the airport environment.
4. Handle guest inquiries, compliments and complaints.

E. Compliance

Implement and ensure adherence to TWG compliance standards covering:

1. Preventing Accidents
 - Ensure you perform duties in a safe manner following safe work procedures & take corrective action immediately where required.
 - Ensure you follow correct manual handling procedures, and if something is too heavy to lift, ensure you ask for assistance from a fellow staff member. In addition, if you see another staff member needs assistance with heavy objects, be prepared to help them.
 - Ensure all walkways are kept free of clutter to reduce risk of trip hazards.
 - Ensure that any spills are wiped up immediately and that wet floor signs are used as required.
 - Ensure all walkways are kept free of clutter to reduce risk of trip hazards.
 - Ensure you use correct chemicals for the various cleaning duties and use personal protective equipment (PPE) as required.
 - If you spot a hazard, inform your manager/supervisor immediately.
 - Report any faulty equipment to your manager, so it can be repaired. If electrical equipment is involved, ensure it is tagged as unsafe for use and if appropriate remove the equipment from the work area.
2. Safety Meetings:
 - Participate in Toolbox Meetings if required.
3. Reporting Incidents and Accidents:
 - An incident means something *almost* happened to cause an injury, you are required to complete an incident report and inform your manager.
 - An accident is when something *does* happen. If an accident happens, ensure you tell your manager immediately and take appropriate medical action in consultation.
 - If you go to the doctor, you may be accompanied by a manager/supervisor.
4. Occupational Hygiene – food and personal hygiene:
 - Ensure completion of daily temperature checks
 - Receive goods as per safety plan.
 - Ensure correct storage areas are used.
 - Ensure correct rotation of stock.
 - Be aware of correct holding temperatures for perishable food items.

5. Ensure adherence to Airport compliance standards covering:

- Security procedures including ensuring you have a valid ASIC pass.
- Emergency Evacuation Procedures
- Unattended baggage procedures
- Failure to meet the security requirements may result in either a first and final warning or termination of your employment.

F. Administration

1. Payroll and rosters

- Ensure you sign on when you start your shift and sign off when you finish. You must only sign for hours worked and are required to alter if shifts change. Falsifying timesheets is considered serious misconduct and may result in disciplinary action up to and including termination of your employment.

2. Ordering of products

- As required, inform manager of any items that are running low so they can be reordered.

3. Wastage reports

- Record wastage and breakage on the provided reports to assist the manager to track costs.

G. Operation of equipment and maintenance

1. To ensure you operate all machinery & equipment following safe work practices.

2. To ensure you clean and sanitise all machinery & equipment after use / daily.

3. All equipment is secured and turned off at the end of trading period.

4. Correct chemicals are used on all food preparation areas and kitchen equipment.

5. Ensure rubbish is removed from lounge to designated areas.

6. Ensure cleaning rosters are followed on a daily / weekly / monthly basis.

7. Any equipment maintenance issues are raised with your manager as soon as possible.

PERFORMANCE STANDARDS

Performance standards will be measured based on the key result areas listed above.

WORK ENVIRONMENT

The airport is a strictly controlled security environment, and you are obliged to meet all policies and procedures required. A security check is mandatory for all staff and a breach of security could result in your employment being terminated.

INDICATIVE HOURS

The airport is a dynamic service environment and as such operational conditions and client demands will dictate hours of work and the site operates 365 days per year. The base hours will vary according to shifts. From time to time there are delays that impact on our operations and may demand you stay longer than your allocated shift for which you will be paid. From time to time, you may be required to attend training sessions to assist you perform your role.

SALARY GUIDE

This position is paid for as per your contract of employment.

PHYSICAL DEMANDS

The demands of the role include the ability to stand up for long periods, manual handling and the capacity to deal with the pressures of a fast-paced service environment is required.

SPECIAL NOTE

To work in the Airport segment, you must be able to attain and hold an Aviation Security Identification Card (ASIC), which requires you to undertake a Federal Police check to assess if there is any criminal history. If you fail to meet these criteria your employment may be terminated as it is a condition of employment.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills to perform the role.

CAREER OPPORTUNITIES

TWG is a major service organization employing staff across Australia. It is our policy to advertise all vacant positions internally, and to encourage the development of skills and promote career progression.

COMPETENCY PROFILE

	Essential	Desirable
<i>Qualifications/ Education</i>		<ul style="list-style-type: none">➤ Food Handlers Certificate➤ Responsible Service of Alcohol Certificate
<i>Experience/ Background</i>		<ul style="list-style-type: none">➤ Experience working in a cafe environment.➤ Experience in a function's environment
<i>Skills/Knowledge</i>	<ul style="list-style-type: none">✓ Customer service experience	<ul style="list-style-type: none">✓ Cleaning experience✓ Stock handling experience

Competencies Identified

Competency	COMPETENCY COMPONENT/S
Personal Impact	<ul style="list-style-type: none">• Strict adherence to the uniform and grooming guidelines• Presents neatly groomed and possesses a high level of personal hygiene
Industry Knowledge & Learning Orientation	<ul style="list-style-type: none">• Demonstrates a sound understanding of kitchen services.• Engages in activities which develop technical expertise.• Willingness to pursue ongoing professional development
Customer Orientation	<ul style="list-style-type: none">• Proactively develops customer/client relationships by making efforts to listen and to understand the customer/client.• Anticipates and provides solutions to customer/client needs and gives a high priority to customer/client satisfaction
Flexibility and Adaptability	<ul style="list-style-type: none">• Willingly undertakes a range of tasks to benefit the overall team outcome
Oral and Written Communication	<ul style="list-style-type: none">• Speaks and listens effectively in interactions with customers, colleagues and suppliers
Team Oriented	<ul style="list-style-type: none">• Actively participates in team effectiveness – takes actions that can demonstrate genuine concern for the well-being and needs of others
Work Standard	<ul style="list-style-type: none">• Sets high goals for self and displays a commitment to delivering high quality service
Initiative	<ul style="list-style-type: none">• Constantly takes actions to meet or exceed customers' expectations