

FOOD AND BEVERAGE ATTENDANT

Position Description

The Business Unit

The Food and Beverage team sits within the Operations Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl.

The Role

The primary purpose of this role is to actively contribute to the efficient operation and revenue generation of various Food & Beverage outlets by providing a high standard of customer service, cleanliness, food & beverage service, preparation and effective cash handling.

Type	Casual
Reports to	Senior Outlet Manager; Manager, Café Vic; Manager Barre & Special Projects; Assistant Manager, Barre; Manager, CM&E Operations; Bars Manager, Sidney Myer Music Bowl
Direct Reports	-
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 1.1
Key Relationships	<i>Internal:</i> Food & Beverage team and all ACM business units <i>External:</i> Patrons, Suppliers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Food and Beverage Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) You will hold a current Responsible Service of Alcohol Certificate
Last Reviewed	September 2019

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your skills, attribute and experience

- Relevant experience in customer service and/or similar role
- Demonstrated experience in the delivery of customer service excellence
- Ability to remain professional and courteous with customers at all times
- Experience as a bar-person in a team environment
- Experience in cash handling
- Must be available to work occasional nights, holidays and weekends
- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

In the role you will

Accountabilities:

- Actively contribute to the success of the Food & Beverage department by suggesting improvements to increase the attraction of outlets
- Ensure food and beverage service, presentation and delivery is in line with Arts Centre Melbourne standards
- Ensure products displayed are fresh, appealing and clearly ticketed
- Ensure immediate, effective and efficient service to customers, greet customers, ascertain what each customer wants or needs and maintain a high level of professionalism working to establish positive rapport with every customer
- Recommend, select and help locate food and beverage items based on customer needs and desires
- Operate POS register and effectively handle cash
- Maintain knowledge of current outlet promotions, policies regarding payment and exchanges and security practices
- Actively problem solve and look for opportunities to turn clients into repeat customers
- Ensure food and beverages are stored/prepared to outlet standards
- Conduct basic maintenance of outlet equipment, clean shelves, counters and tables
- Comply with all Arts Centre Melbourne policies, procedures and guidelines in the interest of health and safety
- Promote a safe, healthy and secure work environment
- Identify risks in the workplace and implement reporting procedures with a focus towards OHS improvements in safer work practice
- Report all customer feedback to management in a timely manner
- Work in other outlets when required

Decision making:

- Under the broad direction of the F&B Team Leader, Supervisor and appropriate Manager the incumbent will be required to use initiative and seek support where necessary to achieve the accountabilities of the position.

Systems:

- Use POS and/or EFTPOS proficiently

Working environment/physical requirements:

- Be required to be on site/attend events outside work hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.
- Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.