

FOOD AND BEVERAGE ATTENDANT

Position Description

The Customer Experience Pillar

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people.

The Role

You will actively contribute to the efficient operation and revenue generation of food & beverage outlets (mostly bars) by providing a high standard of customer service, cleanliness, preparation and effective transactions.

Type	Variable time
Reports to	F&B Supervisor on shift
Direct Reports	n/a
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 1.1
Key Relationships	<i>Internal:</i> ACM customer service teams <i>External:</i> Customers
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 2022 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	April 2022

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 delivering excellence customer service
- Ability to remain professional and courteous with customers at all times
- Experience as a bar-person in a team environment
- 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:

- Deliver high quality, proactive and consistent service
- Ensure food and beverage service, presentation and delivery is in line with Arts Centre Melbourne standards
- Ensure immediate, effective and efficient service to customers, greet customers, maintain a high level of professionalism working to establish positive rapport
- Recommend, select and help locate food and beverage items based on customer needs and desires
- Operate POS register effectively and efficiently
- Maintain knowledge of current promotions, policies regarding payment and exchanges and security practices
- 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
- Report all customer feedback to management in a timely manner
- Build community confidence, put safety first, act flexibly and adaptably, and understand and control risks of delivering a COVID-19 safe environment.
- Ensure health, safety and wellbeing of your team and our audience
- Work in other outlets when required

Decision making:

- Accountable to the Supervisor of Team Leader on shift. Uses initiative and seeks support where necessary to achieve the accountabilities of the position and high levels of customer satisfaction.
- Be required to represent Arts Centre Melbourne in managing relationships with all ACM customers.

Systems:

- Proficiently use POS and/or EFTPOS

Working environment/physical requirements:

- Work outdoors and potentially work in an underground environment.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.
- 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.
- **Equity** – fairness and justice.