



Position Description – Food & Beverage Attendant

About Arts Centre Melbourne

Situated in the heart of Melbourne's cultural precinct, Arts Centre Melbourne presents world-class performing arts in a year round exciting program. Experience Australia's best performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music.

Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Community, Care More and Creativity.

About 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.

About the Position

Primary Purpose 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.

Reports to Manager, Foyer Bars & Cento | Manager, Café Vic | Manager Barre & Special Projects | Assistant Manager, Barre & Bombini Buzz

Direct Reports N/A

Key Relationships

Internal
Food & Beverage team and all ACM business units

External
Patrons, Suppliers

Position Type Casual

Salary Classification Band 1.1

Financial Delegation As per Financial Delegation Policy

Key Criteria

Qualifications	Relevant equivalent experience in customer service
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Experience	<p>Essential</p> <ul style="list-style-type: none"> • 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 • Current RSA Certificate <p>Desirable</p> <ul style="list-style-type: none"> • Food Handling Certificate
Other (i.e. legal or physical)	Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

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.