



POSITION DESCRIPTION

JOB TITLE	Food & Beverage Attendant
BUSINESS UNIT	UNE Life Food & Beverage Outlets
REPORTING TO	Relevant Business Unit Manager
LOCATION	Armidale
CLASSIFICATION	Hospitality Industry (General) Award 2020 Level 2 Grade 2 Food & Beverage Attendant
DATE	September 2023

PURPOSE OF THE POSITION

With a focus on service excellence, the Food & Beverage Attendant position will contribute to the efficient operation of all food and beverage divisions as well as events and catering divisions within UNE Life under the guidance of the relevant Business Unit Manager.

As a Food & Beverage Attendant, you will be meeting and exceeding patron and client's expectation of food and beverage service.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided into 5 business units, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering, and Belgrave Cinema.



- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Deliver exceptional customer service at all times, to a consistently high standard, that is both friendly and efficient, in a fast-paced environment;
2. Undertake the tasks of barista, cashier, bar service, floor & wait service, food & drink attendant duties, including open and close of premises, re-stocking, stock rotation and assist the kitchen with preparation, as required;
3. Accurate and efficient use of POS systems;
4. Ensure all areas are maintained in a clean and tidy condition, including bar, dining, cool room, storage areas and post mix rooms, throughout the operating hours and shift duration;
5. Maintain Food Safety and Hygiene regulations;
6. Implementing and adhering to responsible serving of alcohol;
7. Perform event setup and pack down as directed, in a timely and efficient manner, whilst maintaining the integrity of all equipment;
8. Handling customer enquiries, complaints and feedback effectively – reporting to manager as required;
9. Communicate with the kitchen regarding product availability, additional meal requirements, allergies, dietary needs, and special requests, maintaining product knowledge;
9. Undertake training and development as required;
10. Able to work under pressure, think laterally, react quickly and flexibly and manage competing priorities.



Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

ACCOUNTABILITIES

1. Espouse UNE Life values.
2. Provide staff engendering teamwork and collaboration.
3. Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
4. Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
5. Contribute to the development of a culture of continuous improvement.
6. Develop and maintain effective relationships, alliances and networks within the community.

KEY RELATIONSHIPS

Direct Reports:

- Nil

External Stakeholders

- UNE staff
- UNE students
- Wider community

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. Experience in working in a fast-paced hospitality environment.
2. Proven commitment to delivering excellent customer service, consistently.
3. Demonstrated ability to work as part of an enthusiastic and motivated team within a diverse workforce.
4. Demonstrated ability to be flexible and work proactively and cooperatively in a team environment.
5. Demonstrated ability to effectively prioritise tasks and work within set timeframes.
6. Demonstrated awareness of Safe Food Handling processes and Responsible Service of Alcohol policies.



7. A dynamic and motivated individual with an outgoing personality, positive can-do attitude, loads of initiative and willingness to learn.

SPECIAL REQUIREMENTS

1. Willingness to work weekends, nights and public holidays.
2. Maintain a current Responsible Service of Alcohol competency card.
3. Food Safety Training.
4. A dynamic and motivated individual with an outgoing personality, creative and passionate about hospitality, with loads of initiative.
5. Must always be well presented and have a great work ethic.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

