



ARTS AND CULTURE TRUST

JOB DESCRIPTION FORM

POSITION DETAILS

Position Title:	Food and Beverage Attendant
Position Number	Various Positions
Classification Level	Level 1-4
Award/Agreement	Restaurant, Tearoom and Catering Workers Award, or any other prevailing industrial instruments
Division	Venue Operations
Branch/Section	Hospitality Services
Physical Location	Various Arts and Culture Trust Venues
Effective Date	1/07/2022
Employment Type	Casual
Employment Status	Casual

REPORTING RELATIONSHIPS

POSITION REPORTS TO

Food and Beverage Supervisor – Level 5 Number Level 5

POSITIONS REPORTING TO THIS POSITION

Nil

PURPOSE OF THE POSITION

To provide consistent and high-quality food and beverage services, exceptional presentation and service delivery to all clients and patrons whilst forming an integral part of a strong, supportive and professional team.

DUTIES OF THE POSITION

This section outlines the essential results and outcomes required of an individual in this position.

1. CUSTOMER SERVICE

- 1.1. Deliver and maintain consistent excellent and professional customer service including being courteous, welcoming and informative to all guests.
- 1.2. Undertake general waiting and service duties.
- 1.3. Proficient in the professional service and dispensing of a wide range of products including food, alcoholic and non-alcoholic beverages.
- 1.4. Involved in the service of a variety of functions requiring food or beverage service.
- 1.5. Establish good professional relationships and rapport with all customers.
- 1.6. Efficient cash handling and use of Point of Sale (POS) operating system.

2. COLLABORATION

- 2.1. Communicate and liaise with team members, kitchen, management and other operational areas where required.

3. VENUE PRESENTATION AND SAFETY

- 3.1. Follow hygienic food and beverage handling procedures.
- 3.2. Setup and reset specific activities as directed.
- 3.3. Maintain clean and neat presentation of bar and restaurant area(s) by enforcing the use of set opening, closing and daily procedures.
- 3.4. Follow Standard Operating Procedures and/or Safe Work Procedures for all areas of the venues at all times.
- 3.5. Adhere to responsible service of alcohol, licensing provisions and standards at all times.

4. Other duties, as required that fall within the parameters of the position.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Complies with the Liquor Licensing legislation, policies and procedures.
- Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

ESSENTIAL

1. Role Specific

- Have a minimum one year of hospitality experience.
- Valid RSA Certificate (responsible service of alcohol)
- Demonstrated cash handling experience and POS operation knowledge.
- Food handling experience and demonstrated knowledge of health and safety practices relating to hospitality.

2. Builds Productive Relationships

- Demonstrated good interpersonal skills and ability to work unsupervised and in a small team environment.

3. Exemplifies Personal Integrity and Self-awareness

- Ability to understand and operate within the mission, vision and values of the Department.

4. Communicates and Influences Effectively

- Demonstrated good verbal communication skills and experience in the application of customer service principles and practices

ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

SPECIAL CONDITIONS

- ACT venues are a 7 day a week operating environment and there will be some requirement to work weekends and after normal business hours.
- Possess a current Responsible Service of Alcohol (RSA) certification.
- Possess AHA COVID Safe Course Certificate.

APPOINTMENT IS SUBJECT TO

100 Point identification check

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months);

TRAINING

Complete induction within three months of commencement.

Complete Accountable and Ethical Decision Making Training within 6 months.

Complete any training specific to the role required by Departmental policy.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.

Corporate Executive Representative Signature

Date

Click or tap to enter a date.

I have read and accept the responsibilities of the Job Description Form. The position's duties are to be performed in accordance with the Department's Code of Conduct.

Employee Signature

Date

Click or tap to enter a date.

ABOUT THE ARTS AND CULTURE TRUST

The Arts and Culture Trust (ACT) was established on 1 July 2022 when the Arts and Culture Trust Act 2021 was proclaimed, replacing the Perth Theatre Trust (PTT).

The ACT will continue to manage the theatres formerly managed by PTT:

His Majesty's Theatre

Subiaco Arts Centre

The State Theatre Centre of Western Australia

The Albany Entertainment Centre

The new authority will oversee all types of art and cultural assets other than just theatres, and apply a State-wide lens to engagement, business activities and presentation of productions for the arts and the community.

ORGANISATION	MISSION	VISION	VALUES
Arts and Culture Trust	To offer wide-ranging arts experiences in well-managed venues	To have vibrant, full theatres	Creativity Respect Service