

# Position Description

## Food and Beverage Attendant

Effective September 2024



### Key Position Information

Department:	Hospitality
Reports to:	Food and Beverage Operations Manager Will also take direction from other members of the Hospitality Leadership Team
Direct reports:	Nil
Expected hours of employment:	Full time
Primary location:	Sorrento Ferry Terminal 10 Esplanade, Sorrento   may be required to work aboard vessels travelling between Queenscliff and Sorrento and other offsite locations from time-to-time

### Organisational context

The Searoad Ferries employs more than 200 people and moves around one million customers each year, connecting people and places through excellent experiences that traverse the tourism, hospitality, passenger transport and maritime industries.

We've been operating the iconic Queenscliff-Sorrento car and passenger service since 1987. Our bus tour company Explore Australia / Naturaliste Tours connects customers to amazing tourism and wildlife experiences across Victoria. We also operate Western Port Ferries' services connecting Crib Point to French Island and Phillip Island in Western Port Bay, and Wanderer Adventures-Wilsons Promontory Cruises, located in the pristine environment of Wilsons Promontory National Park.

Our Hospitality Team is growing in line with our re-investment in infrastructure which includes significant re-development of the Queenscliff Ferry Terminal. This state-of-the-art facility includes multiple hospitality spaces — a restaurant (TARRA Queenscliff), a passenger lounge, bars, and function spaces. Catering to a wide range of customers – we offer onboard and onshore café dining, beachside dining with spectacular waterfront views, grab-and-go food options, conference facilities, and spaces for private functions. Re-development of our Sorrento Ferry Terminal is underway which will add to our exciting food and beverage offerings.

The Food and Beverage Attendant is a key part of our hospitality front of house team that provides seamless, personalised, and informative service to our customers.

### Position purpose

The key role of the Food and Beverage Attendant is to serve food and drinks to customers and perform barista duties across all areas of our hospitality operations — whether it's aboard vessels, at one of the ferry terminal kiosks, and at TARRA Queenscliff — our operation serves breakfast and lunch seven days a week/365 days a year.

Our Hospitality Team runs events and activations throughout the year, including dinner services, in-house functions, and private events. The Food and Beverage Attendant is critical to the provision of superior service to our customers at these events, ensuring all interactions are positive and memorable.

### Expectations

Key results area / weighting	Outcomes and standards of performance
Innovation & Industry Leadership 15%	<p>Contributes to safe, reliable, efficient, and high performing operations by:</p> <ul style="list-style-type: none"> <li>complying with all Company policies and procedures relating to safety and wellbeing of self, employees, contractors, visitors, and customers, including but not limited to health, safety, and environment policies and Department of Health Victoria food and safety guidelines</li> <li>working collaboratively with the broader Hospitality Services Team to ensure all equipment is maintained and is fit for purpose</li> <li>maintaining current RSA certification, amendments and updates and always adhering to RSA principles</li> <li>adhering to opening and closing schedules</li> <li>always following Company policies and procedures relating to reliability, punctuality, efficiency, and smooth functioning of the broader ferry service</li> <li>adopting a seeking approach, keeping up-to-date, to relevant industry and Company updates</li> <li>participating in Company emergency drills and training exercises as directed</li> <li>communicating customer dietary requirements to the kitchen team in accordance with food safety guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>following instructions from Master (when aboard) and leadership (when ashore) in active emergencies.</li> </ul>
<p>Excellent culture / be the place to work</p> <p>15%</p>	<p>Contributes to the building of a highly inclusive culture and professional workforce that can successfully deliver on the Company's vision by:</p> <ul style="list-style-type: none"> <li>understanding and respecting cultural sensitives when interacting with customers, colleagues, visitors, contractors, and suppliers</li> <li>ensuring individual performance is of an excellent standard with relevant skills and knowledge developed through following training, performance, and development programs</li> <li>swiftly communicating roster issues, to enable shift replacement</li> <li>clearly understanding individual, department and organisational goals.</li> <li>To set an example to follow for our other Food &amp; Beverage attendant who are coming into the business and guide them where required.</li> </ul>
<p>More Satisfied Customers</p> <p>50%</p>	<p>Maintains a high level of customer service and excellence throughout the customer experience chain:</p> <ul style="list-style-type: none"> <li>warmly greets and serves customers</li> <li>provides accurate menu information</li> <li>accurately takes orders and promptly enters in point-of-sale system</li> <li>consistently provides a high standard of quality when preparing beverages</li> <li>timely communication of customer dietary requirements to chefs</li> <li>quality control – consistently checking food and beverage orders are accurate on the pass, with prompt delivery to customers while maintaining temperature and appearance</li> <li>consistently interacts with customers, colleagues, service providers and visitors with a positive and friendly manner</li> <li>solves customer complaints promptly and managing up where unable to solve</li> <li>understands customer expectations and has a focus on adding value wherever possible</li> <li>customer reviews are consistently positive</li> <li>politely and promptly answers phone calls, maximising sales opportunities through product knowledge.</li> </ul>
<p>Increased Revenue &amp; Profitability</p> <p>10%</p>	<p>Applies a high level of scrutiny and responsibility in maintaining cost control through:</p> <ul style="list-style-type: none"> <li>responsible cash handling and accurate balancing of daily totals</li> <li>compliance with all financial systems</li> <li>accurate use of Microkeeper App for effective rostering, timesheets and leave applications</li> <li>timely use of MS Teams App to promptly communicate rostering issues</li> <li>waste minimisation</li> <li>participation in continuous reviews, implementing cost savings and efficiencies</li> <li>working to achieve growth revenue and increases in average customer spend.</li> </ul>
<p>Reinvest in product development and infrastructure</p> <p>10%</p>	<ul style="list-style-type: none"> <li>Gives and openly receives regular and considered feedback on how processes, systems and performance can be improved.</li> <li>Actively participates in review of policies and procedures related to safe, efficient, and reliable hospitality operations.</li> <li>Works collaboratively with the broader Hospitality Team to implement initiatives that contribute to excellent customer experiences.</li> <li>Actively participates in training and development.</li> <li>Participates as requested in the development and roll out of new projects and initiatives.</li> <li>Continuously develops knowledge and skills.</li> </ul>

## Key relationships

Internal	Customer Service Team   Chefs   Kitchen Team Members   other Hospitality Services Team members and Leadership Team   Onboard Food and Beverage Team Members   Master and Crew when working aboard vessels
External	Customers   Contractors   Service Providers   Visitors   Suppliers

## Required credentials

Qualifications & Experience	<p><b>Essential</b></p> <p>Current RSA / Refresher Certificates (or willingness to obtain)            Current National Police Check (if 18 or over) (or willingness to obtain)</p> <p><b>Desirable</b></p> <p>Previous hospitality experience            First Aid Certificate            Barista experience            Money handling/eftpos            Prior use of Microsoft 365 applications e.g. Teams</p>
Knowledge and skills	<p><b>Desirable</b></p> <p>Knowledge of the hospitality industry            Knowledge of food service techniques            Basic understanding of beer styles, wine regions, spirits            Knowledge of the tourism and passenger transport sectors            Understanding of Searoad Ferries products and services            Knowledge of the local area and tourist attractions</p>
Qualities	<p><b>Essential</b></p> <p>Able to cultivate positive relationships across all levels            Confidence in dealing with members of the public            Able to work collaboratively as part of a busy team            Punctual, reliable, and flexible            Energetic and motivated            Professional personal appearance            Customer service-oriented approach            Time management skills            A practical and problem-solving outlook when completing tasks            Takes pride in completing tasks to a high standard            Able to take direction and follow guidelines, policies, and procedures            Calm under pressure facing change and challenges with a growth mindset            Commitment and ability to work on a rotating roster including weekends and public holidays</p> <p><b>Desirable</b></p> <p>Readiness to learn and develop other skills as required by the Company            Intuition – able to anticipate customer needs</p>

### Main duties:

- Greet and serve customers / Inform customers of menu information where required.
- Take orders and enter into point-of-sale system
- Serve meals and beverages to our customers
- Uphold the highest standard of Hospitality across our vessels and terminal
- Bar service – offer advice for wine and beer pairing, make drink docket
- Barista service – make coffees to an excellent standard.
- Presentation and maintenance of food and beverage cabinets including stock rotation
- Communicate customer dietary needs to chefs to ensure they are accommodated correctly
- Communicate to chefs and managers any customer comments relating to food quality, service, and presentation
- Store food and beverages to prevent spoilage in line with guidelines
- Participate in daily hand over meetings to stay informed of relevant team updates and menu changes
- Follow daily opening and closing procedures including cash counting and perform cash / eftpos reconciliations
- Sales – continuously learn food and beverages specials and seek opportunities to upsell / enhance the customer experience
- Answer phones - respond to or forward on enquiries / input bookings
- Immediately report any perceived health and safety issues
- Assist with maintaining cleanliness of customer facilities throughout shift
- Assist the Hospitality Management team where required and take charge of reasonable light duties.
- Other reasonable duties – within the individual’s range of competency – as directed by supervisor, chef or other members of the Hospitality Leadership Team.

It is not the intention of this PD to limit the scope of accountabilities of the position, but to highlight the most important aspects of the role. Responsibilities described may be altered in accordance with changing requirements of the Company.