



Key Position Information

Food and Beverage Attendant	
Reports to Food and Beverage Supervisors	Positions Reporting to this one NIL
Department Food & Beverage	Location Queenscliff/Sorrento
STRUCTURE Casual	Effective Date 20/10/2021

Job Purpose

The Food & Beverage Attendant is a member of the Food and Beverage Team and works between the on-shore Café & function outlets, the on-board kiosks, function spaces across all vessels and Sorrento Pier Kiosk.

While working in the outlets, the Food & Beverage Attendant is the face of the company. The Food & Beverage Attendants should have a strong customer focus in all tasks, keeping in mind that they may be the only staff the customer interacts with during their travels.

Guiding Principles	Key Performance Indicators
Safety and reliability	<ul style="list-style-type: none"> Adhere to all company policy in regards to the safety and wellbeing of staff and customers Ensure adherence to company policy and procedures in regards to the reliability and smooth functioning of the ferry service Comply with safe work practices by following Searoad and Westernport Ferries Health, Safety and Environment policies, including the use of safe manual handling techniques, safe use of hazardous chemicals and machinery, working at heights procedures, using protective clothing and safety equipment where available and necessary, maintaining a clean, tidy work environment and any other safety practice promoted and required by the companies.

Guiding Principles	Key Performance Indicators
	<i>For all policies and procedures refer to the company HR manual available on the company information portal 'SONAR'</i>
Excellent Experiences	<ul style="list-style-type: none"> • Ensure a high level of customer service and excellence throughout the customer experience chain • Ensure the customer experience is smooth, efficient, happy and informative • Understand what the customer's expectations are when travelling and seeking to add value wherever possible
Continuous improvement	<ul style="list-style-type: none"> • Give regular feedback to management on how processes and systems can be improved
Financial integrity	<ul style="list-style-type: none"> • Ensure the highest levels of scrutiny and responsibility are maintained when handling cash • Adhere to all Financial procedures to ensure the balance of daily totals • Work to achieve growth revenue and increases in average passenger spends.

Key relationships	
Internal	<ul style="list-style-type: none"> • Ferry Crew - Masters, Mates, Engineers and GPHs • Maintenance • Customer service ticketing team • Retail • Administration and Sales • Tour Operators (Naturaliste and Explore Australia)
External	Ferry customers Contractors, service providers and suppliers

Required Credentials	
Required Skills and Certificates	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Current RSA and Refresher certificates • Current Victorian police check • Certificate of COVID Vaccination <p>DESIRABLE</p> <ul style="list-style-type: none"> • A formal qualification in tourism or customer service • First Aid & CPR certificate
Knowledge	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Knowledge of the local area and other nearby tourism locations • Ability to work with computers <p>DESIRABLE</p> <ul style="list-style-type: none"> • A working knowledge of tourism or passenger transport • Knowledge of Searoad and Westernport Ferries products

Required Credentials

Experience	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Customer service and ability to deal with people • Experience in dealing with financial transactions • Barista experience <p>DESIRABLE</p> <ul style="list-style-type: none"> • Working with retail or ticketing computer systems • Experience in hospitality • Experience within the tourism or passenger transport sectors • Working with alcoholic beverages
Qualities	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • The ability to work a minimum 12 hour roster which includes weekends and public holidays • The ability to work as part of a team • Ability to maintain a professional image • The ability to interact and maintain positive relationships with all staff and customers • A high level of customer service • Punctual, reliable, flexible and proactive • The ability to work under pressure • A practical and problem solving outlook when completing tasks

Duties

Major Duties	<ul style="list-style-type: none"> • Perform the tasks of order taking and maximize sales opportunities through knowledge of product and suggestive selling. Ensure accuracy by repeating order(s) to the guests. • Maintain a high standard of quality when preparing hot beverages. • Deliver orders promptly to the food/beverage production area. • Maintain food and beverage cabinets, ensuring to rotate stock and quality control of presentation. • Check ordered meals/drinks on collection from production area and deliver to guests promptly to maintain temperature and appearance; ensure items are announced. • Keep tables and service areas clean and tidy. • Take responsibility for your designated area. • Promptly answer the telephone and maximize sales opportunities through knowledge of product and suggestive selling. • Be knowledgeable of and operate within appropriate liquor licensing guidelines and House Management Policies. • Maintain currency of RSA certification, amendments and updates and adhere to RSA principles <p>Food Preparation</p> <ul style="list-style-type: none"> • Clean work areas, equipment, utensils, dishes, and silverware. • Store food in designated containers and storage areas to prevent spoilage.
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Duties

	<ul style="list-style-type: none"> • Prepare a variety of foods according to customers' orders or supervisors' instructions, following approved procedures. • Package take-away foods and/or serve food to customers. • Portion and wrap the food, or place it directly on plates for service to guests. • Store packaged food items in refrigerated storage cabinets <p>Customer relations</p> <ul style="list-style-type: none"> • Provide efficient, friendly and professional service to all customers • Lead by example when attending to customer requests. Show efficiency in constantly striving to provide Total Customer Satisfaction • Take initiative to ensure that interactions with our customers (internal or external) are positive and productive, call the Manager or Team Leader if difficulties arise • Work together with trust so that colleagues and management meet the goals of the department/Company • Treat customers and colleagues from all cultural groups with respect, sensitivity and transparency • Implement the Searoad/Westernport Ferries values and Searoad/Westernport Ferries customer vision to offer the Best Service to Our customers
General Duties	<ul style="list-style-type: none"> • Problem solve and complete all onboard issues • Deal with daily issues which may arise • Maintain the vessel and cafe in a clean and tidy state • Any other reasonable request within your range of competence as required by your Supervisor, Department or Company Management.

By signing this document, the employee confirms his or her knowledge of the content. This job description is not exhaustive and will evolve as the departments organizational needs change.

I _____ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Employee Signature: _____ Date: _____