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|-----------------------|-----------------------------|--------------------------|--|
| <b>Position Title</b> | Food & Beverage Attendant   | <b>Department:</b>       | Hospitality  |
| <b>Level:</b>         | Level 2<br>Level 3 (Gaming) | <b>Primary Location:</b> | Bendigo Stadium SL<br>91 Inglis Street, West<br>Bendigo Vic 3550 |
| <b>Reports to:</b>    | Venue Manager               | <b>Updated:</b>          | April 2023   |



## Organisational Context

Bendigo Stadium Limited (BSL) manages and operates Red Energy Arena, Borough Club, and the St Arnaud Sporting Club. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.



Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Bendigo Spirit and Phantoms Volleyball Club.

## Primary Purpose

Reporting to the Venue Manager the Food and Beverage Attendant will provide exceptional and professional customer service to our valued stakeholders to achieve the company vision of delivering world class experiences.

## Direct Reports

Nil

**Key Result Areas**

| <b>Key Result Area</b>   | <b>Responsibility</b>   | <b>Measure</b>  |
|--------------------------|---|---|
| <b>Food and Beverage</b> | <p>Ability to relay food and beverage offering in an informative and professional manner.</p> <p>Ability to provide advice to patrons around food sensitives, (for example any potential allergiants).</p> <p>Undertaking tasks to a high standard, for example;</p> <ul style="list-style-type: none"> <li>○ Anticipation of customer needs.</li> <li>○ Accurate order taking.</li> <li>○ Open bottles of wine with corkscrew.</li> <li>○ Deliver drinks on trays.</li> <li>○ Place orders through computer POS system.</li> <li>○ Deliver meals according to SOPs.</li> <li>○ Understanding of wine, spirits, and beer.</li> <li>○ Sound food and beverage knowledge.</li> <li>○ Excellent Table Service Protocol</li> </ul>  | <p>Customer satisfaction surveys or feedback.</p> <p>Positive feedback from managers or supervisors.</p> <p>Accuracy of orders placed.</p> <p>Accuracy POS transactions.</p> <p>Balancing of till operations, error rate below 95%.</p>   |
| <b>Gaming Duties</b>     | <p>Carry out all gaming attendant &amp; cashiering duties, including all operational requirements of gaming procedures including a high level of expertise in GFR PRO, ATM and TITO/CRT procedures, including clearance and reconciliation.</p> <p>General machine and attendant duties including cleanliness of machines, clearing of coin jams, book pays and customer enquiries.</p> <p>Ensure patrons comply with all gaming regulations and procedures.</p> <p>Maintain and develop knowledge of gaming machines, promotions and jackpots.</p> <p>Ensure the efficient operation of gaming machines by completing machine hopper fills and processing payouts.</p> <p>Maintain, clean and repair gaming or dispensing machines used in performing gaming duties.</p> <p>Operation of TAB, Keno and gaming machines in compliant and professional manner.</p> <p>Process and collect all gaming machine transactions regularly;</p> <p>Receipt of monies and maintain accurate till floats and float registers.</p> | <p>All device faults are corrected in a timely manner.</p> <p>Float balances undertaken as required.</p> <p>All jackpot payments are handled in accordance with procedure.</p> <p>All TAB, Keno and Gaming machines are routinely maintained and are functioning appropriately.</p> |
| <b>Customer Service</b>  | <p>Ensure consistent and professional approach and standard is offered at all times to our customers to guarantee excellence and customer satisfaction.</p>   | <p>Customer satisfaction surveys or feedback.</p>   |

|                                       |   |  |
|---------------------------------------|---|--|
|                                       | <p>Due to the ever changing capacity of patronage in our venues must be willing to work shorter or longer hours, weekends, day/night shifts.</p> <p>Being polite, courteous and responsive to customer needs</p> <p>Identify and service customer's needs before they ask.</p>  | Peer and manager reviews.  |
| <b>Stakeholder Engagement</b>         | <p>Effective communication skills incorporating a collaborative approach including confidence, professionalism and an empathetic approach with internal and external stakeholders.</p> <p>Participating as part of a team providing service to members and patrons.</p>   | <p>Peer and manager reviews.</p> <p>Feedback from one to one meetings.</p> <p>Participation in meetings/communication forums/training/staff engagement activities.</p> |
| <b>Compliance</b>                     | <p>Ensure RSA &amp; RSG policies are implemented and followed.</p>  | Always.  |
| <b>Occupational Health and Safety</b> | <p>Ensure a safe working environment is provided at all times.</p> <p>Accidents/incidents are recorded in accordance with guidelines and procedures.</p> <p>Minimisation of incidents through appropriate workplace practices.</p> <p>Demonstrates a practical knowledge and understanding of OHS and Emergency Evacuation procedures.</p>  | <p>Participation in Evacuation drills.</p> <p>Participation in staff training activities.</p> <p>Feedback from one to one meetings with manager.</p>                   |
| <b>Values</b>                         | <p>Uphold and demonstrate BSL's vision, mission, and values by always upholding our charter.</p> <p>Demonstrate consistent behaviour in accordance with the BSL's Values of Think Big, Excellence Impressive, Be Accountable, One Team, People First.</p> <p>Effective, efficient, and professional management of the business unit and its direct reports.</p> <p>Deliver BSL's experiences, products, and services in line with the culture of excellence.</p> <p>Always act morally and ethically in all interactions with others.</p> <p>Adhere to BSL systems and procedures as outlined in Ops Central.</p> | Living the Core Organisational Values at all times.  |



## Position Description Food & Beverage Attendant

Adhere to BSL's customer management practices as outlined in Ops Central.

Adhere to BSL Management System Ops Central.

Exercise discretion and independent judgment in taking commercial and operating decisions to achieve business results.

**EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE**

- Moderate physical activity (long periods of standing and occasional lifting involved)

**EDUCATION AND SKILLS**

**Minimum  
Qualifications:**

- Responsible Service of Alcohol (RSA).
- Responsible Service of Gaming (RSG).
- Food Handling Course (SITXFSA001 - Use hygienic practices for food safety).
- Complete the TAB Basics course provided by Tabcorp.
- Must hold a Working with Children's Check (WWC.)
- Must satisfactorily pass a Police Check.
- Must have or be willing to obtain Gaming Industry Employee Licence.

**Job, specific, skills,  
experience,  
Knowledge and  
abilities:**

**Desired Knowledge and Experience:**

- Previous hospitality experience.
- Previous customer service experience.

**Desired Skills:**

- High level communication skills .
- High level of accuracy and attention to detail when delivering products and services.
- Builds rapport quickly with a wide range of people both internally and externally.
- Sound knowledge of food and beverages.
- Strong customer service qualities.

**Personal attributes:**

- Flexibility to work rotating 7 day roster.
- Professional attitude and work ethic.
- Driven by strong ethics and values, is open, honest and accountable for their actions.