

Position Description Food & Beverage Attendant

Position Title Food & Beverage Attendant

Level 2

Level:

Level 3 (Gaming)

Reports to:

Venue Manager

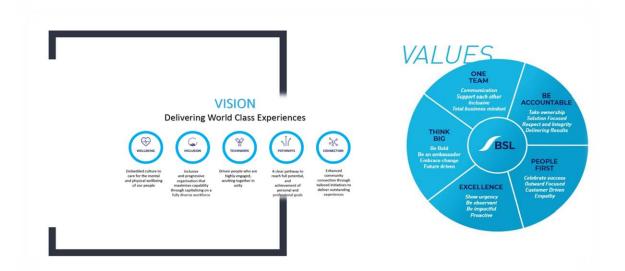
Department: Hospitality

Bendigo Stadium SL

Primary Location: 91 Inglis Street, West

Bendigo Vic 3550

Updated: 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



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Key Result Area Responsibility Measure		
	Responsibility	IVICASUIC
Food and Beverage	Ability to relay food and beverage offering in an informative and professional manner.	Customer satisfaction surveys or feedback.
	Ability to provide advice to patrons around food sensitives, (for example any potential allegiants).	Positive feedback from managers or supervisors.
	Undertaking tasks to a high standard, for example;	Accuracy of orders placed
	 Anticipation of customer needs. 	Accuracy POS transactions
	 Accurate order taking. Open bottles of wine with corkscrew. Deliver drinks on trays. Place orders through computer POS system. Deliver meals according to SOPs. Understanding of wine, spirits, and beer. Sound food and beverage knowledge. Excellent Table Service Protocol 	Balancing of till operations error rate below 95%.
Gaming Duties	Carry out all gaming attendant & cashiering duties, including all operational requirements of gaming procedures including a high level of expertise in	All device faults are corrected in a timely manner.
	GFR PRO, ATM and TITO/CRT procedures, including clearance and reconciliation.	Float balances undertaker as required.
	General machine and attendant duties including cleanliness of machines, clearing of coin jams, book pays and customer enquiries.	All jackpot payments are handled in accordance with procedure. All TAB, Keno and Gaming machines are routinely maintained and are functioning appropriately.
	Ensure patrons comply with all gaming regulations and procedures.	
	Maintain and develop knowledge of gaming machines, promotions and jackpots.	
	Ensure the efficient operation of gaming machines by completing machine hopper fills and processing payouts.	
	Maintain, clean and repair gaming or dispensing machines used in performing gaming duties.	
	Operation of TAB, Keno and gaming machines in compliant and professional manner.	
	Process and collect all gaming machine transactions regularly;	
	Receipt of monies and maintain accurate till floats and float registers.	
Customer Service	Ensure consistent and professional approach and standard is offered at all times to our customers to guarantee excellence and customer satisfaction.	Customer satisfaction surveys or feedback.



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





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.