



## Position Description

Job Title: Waiter

Status: Casual

Reports to: Head of Food and Beverage

Supervises: N/A

Hours: Rotating 7 day per week roster, with some nights

Updated: September 2016

### GLENWORTH VALLEY OUTDOOR ADVENTURES MISSION STATEMENT

*“To be a large-scale customer focussed leader in the provision of outdoor adventure activities, achieving high safety standards and ensuring customer satisfaction through the maintenance of professional business standards”*

#### The Valley’s Values

As part of Glenworth Valley Outdoor Adventures Management team, you will encourage team members to embrace values GV holds high as follows:

Excellence	Diligence, Knowledge, Professionalism, Productive, Team Spirit, Pride
Empowerment	Encouragement, Innovation, Trust, Ownership, Recognition, Initiative, Communication
Commitment	Dedication, Passion, Loyalty, Positive Attitude, Supportive, Empathy
Integrity	Honesty, Respect, Truthfulness, Good Intentions, Honour

Key Result Areas	Key Behaviours Required
<b>Delivery of Day-to-Day Operations</b>  <b>Waiting Duties</b>  <b>Outstanding Customer Satisfaction</b>  <b>Safety and Risk Management</b>	<b>Interpersonal Skills</b> – Works cooperatively and effectively with others to achieve common goals. Participates in building a group identity characterized by pride, trust and commitment. <b>Customer Focus</b> – Anticipates and meets the needs of customers and responds to them in an appropriate manner. Demonstrates a personal commitment to identify customers' apparent and underlying needs and continually seeks to provide the highest quality service to all customers. <b>Accountability</b> – Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner. <b>Technical Proficiency</b> – Demonstrates the appropriate level of proficiency in the principles and practices of one’s field

## **Purpose of Job**

To provide front-of-house waiting and bar services, including serving at food and beverage outlets in a friendly and professional manner.

## **Performance Outcomes to be Achieved**

### **Delivery of Day-to-Day Operations**

- Point of sale equipment is used in accordance with policies and procedures
- Handling cash and processing credit and EFTPOS payments for food and beverages in accordance with policies and procedures
- Assist with kitchen operations, clean up and resetting activities

### **Waiting Duties**

- Provide tray and table service in a friendly and timely manner
- Provide bar services, and ensure compliance within the provisions of GVOA's liquor license
- Maintain cleanliness of the restaurant/café area, including back-of-house, during and on completion of a leisure day or an event

### **Outstanding Customer Satisfaction**

- Demonstrate a passion for delivering outstanding customer service and lead by example
- Provide outstanding customer service to all GVOA visitors, team members, volunteers and suppliers
- Unhappy customer comments or dissatisfaction are resolved in a timely manner and in accordance with GVOA's unhappy customer procedure
- Ensure personal dress and presentation is of a high standard and in accordance with GVOA's uniform policy
- Ensure visitor and guest enquiries are answered as a priority and in a friendly, empathetic way

### **Safety and Risk Management**

- Take reasonable responsibility for your own health and safety
- Take reasonable care to ensure your own acts or omissions do not adversely affect the health and safety of other persons
- Ensure WHS compliance & other relevant acts and legislation are met
- Comply with GVOA's health and safety policies and procedures, and all WHS legislation as follows (but not limited to):
  - Communicate and consult on work health and safety matters and concerns
  - Report hazards, incidents, accidents, injuries and illnesses to your Manager
  - Report work health and safety risks and breaches to your Manager
  - Work safely and take precautions to protect others
  - Wear appropriate personal protective equipment
  - Maintain all licences, permits, registrations, authorisations or qualifications required to perform your position's duties
  - Ensure good manual handling techniques
  - Attend required training and meetings sessions
  - Ensure your conduct supports a positive work environment that is fair and free from harassment and workplace bullying

### **Essential Qualities and Skills**

- Aged 18 years and over to work as a Waiter/Waitress in licensed areas, in accordance with the relevant Liquor License.
- Relevant experience within the hospitality industry, especially with functions and fine dining.
- Responsible Service of Alcohol, RSA or the potential to obtain certification within a reasonable time frame
- Outstanding customer relations skills and the ability to meet, time frames, customer's needs and requirements
- Effective communication skills
- Ability to meet varying roster commitments, including out-of-hours, public holidays and weekends.
- Methodical, highly organised with an ability to work under pressure

### **Desirable Skills**

- Extensive knowledge of WHS practices and procedures
- Senior First Aid
- Minimum of 2 years of industry experience

**General Requirements**

- Glenworth Valley is a non-smoking work environment
- Own transport required
- Working as directed
- "Working with Children" check.