



### Vision

To beat cancer in South Australia

### Statement of purpose

To unite the community in the fight against cancer and act as an independent voice for cancer control in South Australia

### Position description and person specification

**Position title:** Food and Beverage Attendant

**Position number:**

**Unit:** Motel Operations

**Department:** Corporate Services

**Location:** Greenhill Lodge and Flinders Lodge

**Manager:** Manager, Motel Operations

**Grade:** Hospitality Industry General Award, 2010      **Employment:** Casual , 7 day roster

**Last updated:** December 2013      **By whom :** Manager Motel Operations

### About Cancer Council SA

- has worked resolutely since 1928 to defeat cancer in this state
- is the state's leading independent, cancer-related non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives research, cancer prevention and cancer support
- is uniquely positioned as a resource for action and a voice for change in the fight against cancer
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

### Values

#### Integrity

We are open and ethical in everything we do and accountable for our actions

#### Respect

We embrace the diversity of our community and put their needs at the heart of every decision we make

#### Credibility

We are a trusted source of cancer information and support, driven by the best evidence available

#### Leadership

With courage and conviction, we unite and empower others with a strong message of hope for a future without cancer

#### Results

We are committed to achieving the best possible cancer outcomes for the community through the best use of knowledge and resources

## Unit role and objectives

The Motel Operations Unit is responsible for providing accommodation and support services for people travelling to Adelaide for cancer treatment. It currently consists of Flinders Lodge (a 66 room Motel) and Greenhill Lodge (a 55 room Motel) The Unit also offers accommodation (space permitting) to other medical, corporate clients and the general public and offers conference room and restaurant facilities.

## Position overview

The Food and Beverage Attendant is responsible for providing excellent customer service and support to ensure guests enjoy their stay.

## Reporting relationships

The position reports to: Managers, Motel Operations

## Key accountabilities (outcome based)

- Assisting with basic food preparation as required
- Ensure that service provided to guests in restaurant/dining room, conference rooms or room service meets the standard as directed from time to time by the Cook.
- Welcoming guests and responding to guest service needs.
- Setting up and re-setting tables for dining and conferences as directed by the Cook
- Maintain Restaurant and bar cleanliness in accordance with the schedule.
- Assist the Cook with monthly stock take.
- Maintaining kitchen cleanliness including washing of all dishes/pots/pans/cutlery and sweeping and mopping bar and restaurant floors at end of service and putting rubbish together for the Night Porter to remove.

## Protect your own health and safety and that of others by:

- Following reasonable instructions and training and complying with organisational policy and safety systems.
- Identifying and reporting workplace hazards and incidents to their supervisor.

## Special conditions

From time to time the Food and Beverage Attendant may be required to assist in other areas/roles in the Lodges including Night Porter, housekeeping and maintenance. From time to time, the Food and Beverage Attendant may undertake routine administration work from other business units, particularly during the evening shift and weekends.

The role involves shift work, including weekends, public holidays and festive seasons.

The incumbent will be required to work at either location in accordance with business needs.

## Person specification (knowledge, skills and experience)

- Proven experience in a similar role
- Exceptional customer service skills
- Professional telephone manner and excellent standards of personal presentation.
- Experience in working with a reservation system (desirable)
- Ability to work unsupervised and as part of a team and at times under pressure
- Ability to maintain confidentiality and deal sensitively with client feedback, directing those of concern to senior staff
- Must be highly organised, practice good time management, attention to detail and be

able to multi task

- Competence in Microsoft products especially Outlook, Word and Excel
- A current drivers licence and a Police check will be required for this role
- Must enjoy guest interaction and have empathy for people undergoing medical treatment.
- Proven experience in the food and beverage industry.
- Must enjoy guest interaction and have empathy for people undergoing medical treatment.
- Responsible service of alcohol qualification or a willingness to obtain (if 18 years or above).

## Signatories

Incumbent name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_