

## POSITION DESCRIPTION

Position Title:	Food and Beverage Attendant
Department:	Commercial Operations
Contract Term:	Casual
Reports to:	Operations Supervisors
Direct Reports:	Nil
Significant Working Relationships:	Functions and Events Team Leaders, Operations Supervisors, Functions and Events Coordinators, Food and Beverage Operations Supervisor, Internal and External Customers and Suppliers.
Decision Making/ Purchasing Authority:	Nil
Special Conditions:	Out of hours work will be required

Updated: March 2019

## ORGANISATIONAL OVERVIEW

### HOTA, Home of the Arts.

Surrounded by parklands and a lake with Surfers Paradise as the backdrop, Home of the Arts is your place for live performances, lake-side strolls, star-gazing, cinema-watching, art and new-ideas. There's a unique outdoor stage for live events and a refreshed cafe for relaxing and connecting. Plus, all your favourites, like our cinemas, theatres and gallery.

Discover art—indoors and out. HOTA is that kind of place—where art meets life.

HOTA's brand-spanking new outdoor stage is like no other. It's at the heart of HOTA and will be a magnet for world-class artists. We believe in community, conversation and creativity, so when we're not presenting amazing live performances, we'll bring the parklands alive. Experience dance or yoga on the green, parkrun around the lake and our popular Sunday farmer's markets, all in one place.

HOTA is the home for all things creative. A home that brings people together where ideas are transformed into real life experiences. A place where art makes the world a better place.

### Our future is bright

We're building momentum for a richer, deeper arts and culture experience for the Gold Coast. There's so much more to come at HOTA, Home of the Arts. [hota.com.au](http://hota.com.au)

## DEPARTMENT OVERVIEW

The Commercial Operations Department is charged with the responsibility for:

- Food and beverage service and the delivery, set up and pack down of events and functions within Home of the Arts.
- Delivering outstanding service and satisfaction in food and beverage to all patrons of the HOTA Café.

## **WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES**

- Take reasonable care for your own health and safety;
- Take reasonable care that your conduct does not adversely affect the health and safety of others;
- Comply, so far as you are reasonably able to, with instructions given for WHS;
- Cooperate with reasonable WHS policies or procedures that have been notified to you.

## **POSITION OVERVIEW**

- Meeting/exceeding patrons and client's expectation of food and beverage service and the set up, delivery and pack down of events/functions.
- Provide the highest quality customer service to the patrons of the HOTA Café.
- Ensure that all day-to-day requirements, in the successful running of the HOTA Café are met, on a timely basis.
- Ensure that all Workplace Health & Safety requirements relating to the Act and Home of the Arts' Policy Guidelines are adhered to.

## **KEY RESPONSIBILITIES**

- Provide the highest quality service to clients and ensure that their expectations are met within compliance with legislative requirements;
- Set up and pack down of events/functions.
- Communicate with the kitchen regarding product availability, additional meal requirements, allergies, dietary needs, and special requests.
- Maintain cleanliness of work areas, china, glass, etc., throughout the day.
- Complete opening and closing duties, including restocking items etc.
- Stock control and rotation
- Handling customer enquiries, complaints and feedback effectively
- Ensure all requirements in relation to hygiene and cleanliness are adhered to
- Ensure security of cash and beverage stock on the premises and reconcile takings and stock as required.
- Ensure compliance within the Commercial Operations department with the HOTA OH&S policy guidelines.
- Any other duties as required by the Operations Supervisors.

## **PHYSICAL REQUIREMENTS OF THE ROLE**

In order to adequately perform this role, the employee will need to be able to perform a variety of physical tasks, predominately (but not limited to):

- Set up and pack down of events/functions, inclusive of:
  - Moving Furniture - Lifting, Pushing, Pulling, Stacking, Bending

- Lifting Items from the Floor (e.g. dance floor) – Lifting, Bending, Squatting, Pulling
- Cleaning (e.g. scrubbing floors) – bending, twisting, squatting

## SELECTION CRITERIA

The incumbent will be able to demonstrate skills in:

1. Prior food and beverage experience;
2. Food and beverage knowledge and a la carte experience an advantage;
3. 1 year plus demonstrated practical experience in a restaurant or café desirable
4. Barista experience desirable
5. Superior customer service;
6. Ability to use own initiative and work under pressure;
7. Impeccable personal presentation;
8. Team player;
9. Ability to work shifts including weekends and public holidays, 15 hours per week average, varying shifts which span anywhere from 5am to 1am; and
10. Own reliable transport and current driver's license essential.
11. Ability to perform all physical requirements of the position

## QUALIFICATIONS

- Responsible Service of Alcohol
- Police Check
- Food handling desirable
- Blue Card desirable

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**Note** Copies of the above listed Qualifications / Licences / Certificates, where held by the candidate, are required as evidence on appointment.

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## POSITION ENQUIRIES

Enquiries in relation to this position should be directed to:

People and Culture Advisor  
E: [employment@hota.com.au](mailto:employment@hota.com.au)