



USU

POSITION DESCRIPTION

Position title: Bar Attendant

Department: Operations

Reporting to: Venue Manager – Bars

Supervises: Nil

Employment type: Casual

Classification: Level 1.1
Higher Education Industry – General Staff Award 2010

Conditions: Up to 38 hours per week;
May include some weekends and nights as dictated by business requirements;
Eligible for Laundry Allowance

Purpose

Bar Attendants are responsible for the day-to-day operations of USU's Bars, including customer service and service of food and beverage in compliance with legislative and regulatory requirements.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Sales	<p>Ensure presentation of outlet, and product is maintained to a high standard</p> <p>Recommend new products and specials, up selling to higher GP products as directed.</p> <p>Be aware of all product ranges</p> <p>Supporting promotional products</p>	<p>Manager evaluations</p> <p>Monitoring sales figures and product mix</p> <p>BOH sales figures can be measured individually</p>
Customer Service	<p>To provide a high level of customer service</p> <p>Drinks must be served to industry standard, including serving sizes and maximum alcohol limits per drink.</p> <p>To comply with all venue service standards, controlling wastage when pouring beers, using nip pourers or ETN's when available, adhering to wine glass measurements</p> <p>Endeavour to resolve any customer issues and ensure that all issues/incidents are reported to the Duty Manager.</p>	<p>Service levels</p> <p>Presentation of drinks</p> <p>Manager evaluations</p> <p>Customer feedback</p> <p>Minimal wastage</p> <p>Positive attitude</p>

	Responsible for ensuring the bar is clean to ensure efficiency	
Wastage Control	Ensure proper storage and rotation of stock and ensure that wastage is kept to a minimum and recorded through wastage book	Low wastage – high levels of consistent wastage will not be tolerated
Regulatory Compliance	<p>Ensure all work is undertaken safely in line with WH&S.</p> <p>All staff must understand and be compliant with:</p> <ul style="list-style-type: none"> • HACCP • WH&S • Cash handling • P&C policies <p>Ensure the responsible service of alcohol as per Liquor Act and Alcohol Policy as required</p> <p>Comply to House Policies and be aware of all license restrictions</p> <p>Provide a copy of their RSA, or keep with them at all times a new photo card RSA</p>	<p>Administration and compliance issues are completed or managed according to procedure</p> <p>All HACCP/Food Safety program requirements complied with</p> <p>Liquor Act, License conditions and Alcohol Policy complied with</p> <p>Personal RSA certification is up to date and renewed before it expires, with copies provided to USU when renewed</p>
Work Health & Safety (WHS)	<p>Conduct all work in a safe manner</p> <p>Comply with all WHS policies, procedures and instructions</p> <p>Report all incidents and hazards immediately to Supervisor and People & Culture Department</p> <p>Use and maintain safety devices and personal protective equipment correctly</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are</p>

		professional, respectful, polite and courteous
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Essential Criteria

- Minimum 6 months' experience as a bartender in a pub/hotel bar or small bar
- Confidence in pouring high volumes of draught (tap) beer, making mixed drinks and taking food orders in a fast-paced environment
- Previous experience working in an environment with young clientele (18-24 year olds)
- Current Responsible Service of Alcohol (RSA) photo card
- Demonstrated strong understanding of touch screen point of sale systems (POS systems)
- Demonstrated understanding of customer service
- High level of verbal communication skills
- Flexibility with regard to hours worked
- Demonstrated understanding of customer service and high level of verbal communication skills
- Strong organisational and problem-solving skills

Desirable Criteria

- A commitment to and understanding of the USU, its roles and relationship to the University.
- Understanding of HACCP procedures or food safety programs
- A general knowledge of the industrial and Work Health and Safety legislation
- Demonstrated ability to use initiative

Physical Requirements

Required frequently: sitting, standing, walking, bending, reaching, kneeling, squatting, lifting above shoulder height, lifting up to 15 kilograms

Compiled by: People & Culture Date: June 2017

Authorised by: People & Culture Date: June 2017

Current Employee Signature: _____ Date: _____