



USU

POSITION DESCRIPTION

Position title: Functions Waiter - HostCo

Department: Operations

Reporting to: Functions Manager / Supervisor

Supervises: Nil

Employment type: Casual

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

Conditions: May include some weekends and nights as dictated by business requirements;
Eligible for laundry allowance

Purpose

The Functions Waiter is responsible for the day-to-day set up and running of HostCo functions and events. This position is the frontline / face of the business and must portray the quality and professionalism of the brand in everything they do.

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Client Service	<p>Enthusiastically satisfy clients at every event through successful organization and running of their event</p> <p>Ensure events and functions are correctly set up and executed per our clients requests and never compromise on quality of offering</p> <p>The use of appropriate service recovery to ensure that all customer service issues are resolved at site. Escalate issues directly to Supervisor when required</p> <p>Complete all set up and pack down activities on time and to HostCo standards and brand expectations</p> <p>Setting of rooms to meet client needs on time</p>	<p>Every event set up and packed down on time and to HostCo standards</p> <p>All meals and beverages are served on time, to client specifications</p> <p>Minimise client complaints and ensure all issues are resolved in the client's favour</p> <p>Development of relationships with team and key personnel</p>

	<p>Complete all set up and pack down activities on time and to HostCo standards and brand expectations</p> <p>Work closely with other team members and key personnel to ensure the successful delivery of all aspects of the event / function</p>	
IT Requirements	<p>Assist with AV and Air-conditioning controls as necessary</p> <p>Assist with client IT set up and troubleshooting requirements</p> <p>Entering and updating event information in operating system as required</p>	<p>Client IT requests resolved with a minimum of disruption to event</p> <p>AV set up and ready prior to each event / function</p> <p>Understanding of AV connection and troubleshooting</p>
Legislative and Regulatory Compliance	<p>Comply with:</p> <ul style="list-style-type: none"> • HACCP requirements • Cash handling processes and required • P&C policies <p>Ensure the responsible service of alcohol as per Liquor Act and Alcohol Policy in outlets where this is applicable</p>	<p>All work meets HACCP, Liquor Act and USU policy requirements</p> <p>Administration and compliance issues are resolved or escalated to the relevant supervisor/ manager according to procedure</p> <p>RSA Photo card is current</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 and 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>

		All interactions are professional, respectful, polite and courteous
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Essential Criteria

- 1+ years' of previous demonstrated experience working as a Waiter in functions and events
- Demonstrated ability to carry 3 plates
- Ability to correctly pour wine and beer
- Demonstrated understanding of client and customer service and high level of verbal and written communication skills
- A flexible, "can do" attitude towards work
- Must have a passion for food and wine
- Strong organisational and problem-solving skills
- Flexibility with regard to hours worked
- Current Responsible Service of Alcohol competency card
- Current full driver's license

Desirable Criteria

- Previous experience working in high volume event / wedding / conference type functions
- Tertiary qualifications in event and hospitality management
- Experience working with integrated AV systems with a good degree of IT trouble shooting skills
- A commitment to and understanding of the Union, its roles and relationship to the University
- Understanding of HACCP procedures or food safety programs
- A general knowledge of industrial and Work Health and Safety legislation

Physical Requirements

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

Compiled by: People & Culture Business Partner Date: Feb 2019
 Authorised by: People & Culture Date: Feb 2019
 Current Employee Signature: _____ Date: _____