

# Position Description

## Waiter (Supervisor)

**Position:** Waiter (Supervisor)

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**Reports To:** Duty Manager / Hotel Manager

**Responsible For:** Supervising/coordinating/training employees of food and beverage staff for a bar or series of bars  
Stock control for a bar or series of bars  
Ensuring customers are served in a professional and timely manner in food, beverage, bottleshop and drive through areas  
Ensuring proper conduct of gaming  
Exercising patron care  
Balancing cash registers

**Department:** Food and Beverage

**Hours of Work:** Full-time : 38 hours per week  
Part-time : Less than 38 hours per week  
Casual : As requested

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### Main Duties:

- Supervision, training and coordination of food and beverage employees
  - Holding keys for the security of gaming, bar and bottleshop areas
  - Entry/supervision of entries in accounting records required to be kept and maintained under the relevant Act
  - Responsibility for gaming conduct and internal parts of machines
  - Attendance/operation of a gaming machine terminal
  - Arranging of remedial repairs to gaming equipment
  - Preparing displays and presenting stock, including specials
  - Cleaning bar areas, glasses and equipment
  - Picking up glasses and taking drink orders
  - Preparing and mixing a range of sophisticated drinks
  - Taking reservations, greeting and seating guests
  - Using the EFTPOS machine
  - Maintain stock control
  - Practising proper workplace health and safety procedures
  - Other incidental and peripheral duties as requested by the employer
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### Customer Service:

- Respond to customer requests in a professional and timely manner
- Offer assistance to hotel customers
- Promote the employer's services and facilities to customers when appropriate
- Make hotel customers feel welcome
- Assist in maintaining customer service standards set by the employer
- Ensure the work area complies with the highest standards of cleanliness
- Ensure that customers are served in a professional and diligent manner

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**Communication:**

- Work closely with hotel management and related staff
- Communicate effectively with customers and fellow staff
- Obey directions from your employer
- Work cooperatively
- Show respect and understanding of others

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**Regulations:**

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Liquor Act 1991
- Comply with the employer's Policies and Procedures

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**Training:**

- Attend and actively participate in training programs as required by the employer
  - Maintain current Responsible Service of Alcohol (RSA) qualification
  - Develop training programs for Food & Beverage employees
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