# Position Description

## Waiter (Supervisor)

**Position:** **Waiter (Supervisor)**

**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

**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

**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

**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

**Regulations:**

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

**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