

Position Description



Job Title:	Food & Beverage Casual
Department:	Food and Beverage
Manager:	Food and Beverage Manager
Location:	UNSW Kensington Campus
Date Revised:	November 2021

PRIMARY OBJECTIVE

The Roundhouse is seeking to build its roster of Food and Beverage Casuals who report to the Food and Beverage Manager and are part of the F&B team. Food & Beverage Casuals assist the Food and Beverage department to effectively and professionally deliver the services required for the variety of commercial and student events to a high-quality standard while ensuring the safe and efficient running of the Roundhouse.

The position will involve irregular hours, including many evenings and weekends, and considerable flexibility will be required.

REPORTING RELATIONSHIPS

Managers

Food & Beverage Manager
Bar Manager

KEY TASKS & ACCOUNTABILITIES

- Responsible as acting face of venue for front of house services;
- Serving food and beverage; Preparing alcoholic or non-alcoholic beverages for bar and patrons;
- Interacting with customers, taking orders and serving snacks and drinks;
- Assess customers' needs and preferences and make recommendations;
- Mix ingredients to prepare cocktails;
- Check customers' identification and confirm it meets legal drinking age;
- Ensure the responsible service of alcohol is being provided;
- Restock and replenish bar inventory and supplies;
- Stay guest focused and nurture an excellent guest experience;
- **Maintain COVID cleaning compliance & restriction guidelines**
- Comply with all food and beverage regulations;
- Keep tables and FOH areas clear of glasses and rubbish;
- Ability to keep the bar and surroundings, organized, stocked and clean;
- Event room set-ups and breakdowns including dinners, conferences, concerts and parties;
- Promotional shifts on campus;
- Answer guest queries with professionalism;
- Participate in the maintenance of the venue and ensure the event floor is tidy during events;

- Comply with Arc WHS & Injury Management policy and procedures to actively participate in the achievement of a safe working culture;
- Actively engage in fair and equitable workplace practices and behaviour to ensure discrimination free workplace in accordance with legislative requirements and;
- Maintain an awareness of Arc's environmental policies and procedures minimising the impact of Arc's business on the environment.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

Essential

- 1-2 years' experience in a similar food and beverage related role;
- Currently hold an RSA competency card;
- Strong customer service background;
- Excellent communication skills;
- Impeccable grooming standards;
- Open to the variety of roles that this position entails;
- Friendly, confident and helpful personality;
- Excellent team player with good problem-solving skills;
- Applicants must be aged 18 years or older;
- Passionate about the food and beverage/event industry;
- Can successfully deliver key brand messages with enthusiasm and confidence;
- Are reliable and have flexible availability during the week, inclusive of weekends;
- An understanding of University student's needs and an ability to effectively incorporate these to enable and achieve student enrichment and;
- Self-motivated with the ability to self-start and make active attempts to influence events to achieve goals and take action to achieve goals beyond what is required;
- A comprehensive understanding of regulatory compliance across food, liquor and WHS along with the ability to apply these principles in the workplace.

Desirable Criteria

- Ability to carry three plates;
- First Aid Certificate.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.