



## **Job Description**

<b>Position:</b>	Food and Beverage, Cafe attendant
<b>Departments:</b>	All departments
<b>Outlet:</b>	Function/Café Kiosk/Maze/Gatehouse
<b>Report to:</b>	Department Heads, Supervisors and General Manager

**Basic Function:** To provide professional and efficient service of SkyHigh services, ensuring a high standard of customer service at all times, in line with SkyHigh Mount Dandenongs standards and procedures.

### **Primary Duties:**

1. Takes extreme care with personal grooming in order to maintain a consistently high level of professional appearance.
2. Are punctual, efficient and professional at all times with guests and fellow employees alike.
3. Adheres to, and is aware of, all department standards, policies and procedures as set out in SkyHigh Mount Dandenongs Standard Operating Procedures Manual.
4. Is responsible for completing any given tasks to standard, as allocated by Department Heads, Supervisors and General Manager
5. Is familiar with all SkyHigh Mount Dandenong services and facilities, as well as all major tourist attractions in the Dandenong Ranges.
6. Competent in all areas of food and beverage service as specified in the standard operating procedures.
7. Responsible for any keys, id tags and floats left in their care during a shift.
8. Responsible for the correct storage and handling of all equipment.
9. Records all relevant information in the daily hand over diary if required.
10. Promptly relays any guest feedback or requests to the appropriate level of management.
11. Ensure that your immediate working department is clean and tidy at all times.

12. Aware and adheres to all department procedures for security, fire safety, and health and safety.
13. Aware of your work schedule and always gives adequate notice when circumstances prevent him/her from adhering to that schedule.
14. Attends training programs as requested.
15. Performs any other duties as requested by senior Managers, due to business needs.
16. Is familiar with and observes and enforces all house rules and hotel policies as set out in the staff handbook.
17. Is responsible for completing accurately on a daily basis his/her timesheet.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_