

### Food and Beverage Attendant (Casual)

#### JOB SPECIFICATION

##### 1 BROAD PURPOSE OF POSITION

The Food and Beverage Attendant is a multi-disciplinary role which supports hospitality, events, catering and assists funeral directors to deliver services across our facilities, including site events, funeral service venues, café, and florist.

The Food and Beverage Attendant is required to respond to a range of customer service activities that contribute to the efficient and effective delivery of hospitality services. This includes provision of a warm welcome, quality catering and service, calm and seamless running of audio-visual equipment and support to visitors, families, community groups and funeral directors.

The role also contributes to the cemetery program by assisting with the presentation, set-up and delivery of services, cleaning, and light grounds maintenance in our hospitality areas.

##### 2 OUR VALUES

Adelaide Cemeteries fulfils a special role within our communities. At our heart, we provide essential services and information to help people navigate one of life's most significant and challenging events, death. Our Organisational Values express what Adelaide Cemeteries stands for, the way we present ourselves and our cemeteries, how we work together, make decisions and most importantly, how we treat our customers. It is important that every Adelaide Cemeteries employee "lives and breathes" our Organisational Values.

Our Values are:

- Courageous:** Say what we believe in and be willing to challenge and be challenged
- Honest:** Be open, transparent and invite constructive feedback
- Accountable:** Own our actions
- Respectful:** Feel empathy, be considerate and willing to help
- Trusting:** Have confidence in the ability of others

### 3 REPORTING/WORKING RELATIONSHIPS

The Food and Beverage Attendant role reports to the Team Leader, Hospitality and is accountable to the Hospitality Team Member to which they are assigned. Delivery of the role requires direct contact with funeral directors, families, members of the public, and other external service providers whilst working collaboratively with the Memorial Sales and Crematorium Teams to ensure swift venue turnover.

### 4 KEY RESPONSIBILITIES AND ASSOCIATED ACTIVITIES

#### 4.1 Hospitality and Customer Experience

- 4.1.1 Meet, greet, and guide visitors to designated lounge and catering facilities
- 4.1.2 Prepare and serve a range of hot and cold food and beverage, including barista-made coffee
- 4.1.3 Respond to customer needs in a timely and courteous manner
- 4.1.4 Support families with enquiries on behalf of Funeral Directors, as required
- 4.1.5 Deliver effective set up of reflection rooms and lounges, including lighting, temperature adjustment and cleanliness
- 4.1.6 Set up and delivery of effective and efficient audio-visual and web streaming prior to services, checking the status of web streaming during services
- 4.1.7 Respond to First Aid requirements, as needed
- 4.1.8 Support Executive Attendant (internal customer) in set-up and clearing for corporate meetings, as required
- 4.1.9 Keep lounge kitchen and dry store in a tidy and clean state
- 4.1.10 Place orders of required items and follow up on delivery
- 4.1.11 Ensure reflection room, lounge checklists and associated paperwork are accurate, well presented and uploaded to BIS – OPUS XI
- 4.1.12 Set up lounges in line with requirements for delivery of catering
- 4.1.13 Help with the set up and delivery of events, internal and external.

### 4.2 General Cleaning, Presentation and Hygiene Maintenance

- 4.2.1 Maintaining impeccable presentation of the venue areas by inspecting carpets, toilets, surfaces and windows and cleaning as necessary
- 4.2.2 Efficient cleaning of all surfaces, handles, doors, general buildings, facilities, cupboard, storage, kitchen, and desk
- 4.2.3 General maintenance, rubbish collection and security management of the Hospitality Complex
- 4.2.4 Ensuring grounds surrounding the Reflection Rooms Complex are presented to a high standard
- 4.2.5 Be attentive to your surroundings and act when required
- 4.2.6 Take great care of the equipment by maintaining high cleaning standards and handling. Report any required maintenance in a timely manner
- 4.2.7 Maintain safe food handling and storage standards by:
  - (a) Returning equipment and utensils to cleaning stations in a timely manner
  - (b) Efficient washing, drying, and storing of utensils and equipment
  - (c) Cleaning kitchen areas thoroughly, including fridge shelves, vents, fans etc.
  - (d) Cleaning trolleys and dry store
  - (e) Checking refrigerator temperature and contents. Record on relevant sheet
- 4.2.8 Measures for acceptable level of personal presentation and grooming:
  - (a) Clean, freshly laundered, and pressed uniform with name badges worn, as required
  - (b) Shoes must be clean, shiny and be polished daily
  - (c) Hair styles which are longer than jawline must be tied back any facial hair must be well-groomed.
  - (d) Nails must be clean, without nail polish, acrylic nails are only acceptable when a single neutral colour and of safe length
  - (e) Make-up, jewellery, and perfume must be discreet and minimal
  - (f) Hair dye which could be perceived to be natural is accepted
  - (g) Tattoos and body art must not be visible (or to the discretion of HM)Administration

- 4.2.9 Support the team in ordering, recording and storage of lounge supplies and consumables
- 4.2.10 Assist in the collection and recording of statistics relating to business operations
- 4.2.11 Assist the team with administrative or operational support as required
- 4.2.12 Work collaboratively with the team to cross check services data entry in calendar.

## **5 ADDITIONAL ORGANISATIONAL REQUIREMENTS**

- 5.1 Commitment to working flexibly with some out of hours work required
- 5.2 Ability to communicate effectively, interact with co-workers, managers, and public.
- 5.3 Will be required to participate in an approved performance management program
- 5.4 Will be required to participate in relevant trainings to satisfy compliance and health and safety requirements
- 5.5 Will be required to submit police history checks
- 5.6 Commitment to the principles and practices of ethical conduct, equity, and respectful behaviour within the workplace
- 5.7 Continuous improvement and quality assurance
- 5.8 High quality, sensitive customer service delivery standards
- 5.9 A flexible approach to the taking of leave is required
- 5.10 The ability to work calmly under pressure.

## **6 WORK HEALTH SAFETY REQUIREMENTS**

- 6.1 Take reasonable care of the health and safety of yourself and others. You must cooperate with Adelaide Cemeteries in their efforts to comply with Work Health & Safety requirements
- 6.2 You should not undertake any task unless you have been adequately trained and are qualified in accordance with Work Cover and other requirements to undertake the task
- 6.3 Always ensure that you and your fellow employees utilise safe working procedures and personal protective equipment applicable to the task to be undertaken. This

obligation applies to each aspect of work to be carried out by all employees and contractors

- 6.4 Immediately report any condition, which threatens your safety, the safety of a co-worker or member of the public
- 6.5 Where necessary, take immediate corrective action where something poses a threat to health and safety. Further, report and document any corrective action to the appropriate worker to ensure that the situation does not recur.

## 7 ENVIRONMENTAL REQUIREMENTS

Contribute to the successful implementation of Adelaide Cemeteries' Environmental Management System by complying with Adelaide Cemeteries' environmental policies and obligations to ISO140001 Environmental Management Systems by taking appropriate action in areas such as:

- 7.1 Supporting Adelaide Cemeteries to fulfil its compliance obligations to protect the environment by preventing or mitigating adverse environmental impacts
- 7.2 Have an awareness and understanding of the requirements of the Environmental Management System
- 7.3 Actively participate in environment awareness training
- 7.4 Make suggestions to Top Management or the EMSC regarding opportunities for continual improvement
- 7.5 Demonstrate commitment with respect to the Environmental Management System and all activities associated with the reduction of Adelaide Cemeteries' greenhouse gas emissions, including but not limited to:
  - 7.5.1 Maximising the diversion of waste from landfill from business operations
  - 7.5.2 Encourage the efficient use of water
  - 7.5.3 Consider the lifecycle perspective of an activity, product, or service
  - 7.5.4 Protection of Adelaide Cemeteries environmental assets
  - 7.5.5 Minimise power requirements whenever possible

## 8 PROCUREMENT

Officers such as administrative staff, team leaders, and senior decision makers with a requirement to procure goods and services, manage contracts and budgets on behalf of Adelaide Cemeteries are required to discharge procurement and contract management duties in accordance with Adelaide Cemeteries' Procurement Framework.

### PERSON SPECIFICATION

#### QUALIFICATIONS

- **Essential** – Nil
- **Desirable** – Appropriate tertiary qualifications  
Barista certification

#### KNOWLEDGE, SKILLS, AND EXPERIENCE

##### **Essential**

- Ability to demonstrate empathy in meeting customers' diverse cultural and religious needs.
- Ability and drive to deliver excellent customer experience.
- Ability to communicate effectively.
- Ability to remain calm under pressure.
- Ability to prioritise tasks and display initiative.
- Proven experience and ability to perform, process and complete tasks both efficiently and effectively.
- Hospitality, food and beverage, barista, or catering industry experience
- Passion for high quality coffee, food, and beverages
- Understanding of safe working practices and food safety
- Understanding of and a commitment to client service and the achievement of service delivery standards
- Thorough and quality driven approach to cleaning, hygiene, and impeccable presentation
- Proven experience in delivery of a high-level customer services provision to members of the public
- Experience and efficient use of MS Office Suite
- Ability to work in an environment dealing directly with the storage, processing and disposal of deceased remains.
- Ability to provide on-going Police Checks
- Willingness to undertake training modules relevant to business needs.

##### **Desirable**

- Broad understanding of the functions and services of the Authority
- Good IT & audio-visual understanding