

POSITION TITLE	Hospitality Attendant - 2	
DEPARTMENT	Yarra Valley - Restaurant, Cellar Door	
DATE EFFECTIVE	Current	
REPORTS TO	Hospitality Manager, Restaurant / Cellar Door Supervisor	
ROLES REPORTING DIRECT	N/A	
KEY RELATIONSHIPS	Administration, Bookings, Chefs, Hospitality Attendants.	
PRIMARY OBJECTIVES		
<ul style="list-style-type: none"> To deliver outstanding customer service. Accurate food and wine order taking and processing. Actively market De Bortoli products and services. Increase customer spend per head. Ensure an up to date knowledge of De Bortoli products and services in maintained. Adherence to all De Bortoli policies and procedures. 		
MAJOR RESPONSIBILITIES		
KEY RESULT AREAS	SPECIFIC ACTIVITIES	MEASURES
Daily set up	<ul style="list-style-type: none"> Ensure assigned area of operation is ready for customers as required. Check with supervisor before service. Assume responsibility for set up when required. 	Assigned hospitality area ready to trade at required time. Determined by Hospitality Supervisor.
Customer Service	<ul style="list-style-type: none"> Meet and greet customers in a friendly / professional manner. Accurate order taking and processing. Ensure food / wine is of standard required before presenting to customer. Increase customer spend. Handle customer complaints in a professional manner. Accurately process bookings. Host groups when required. Assist in developing skills of hospitality attendants. 	Customer feedback. \$ spend per head. Determined by Hospitality Supervisor.
End of day	<ul style="list-style-type: none"> Ensure end of day procedure is followed after customers have left. Check with supervisor for next day requirements, prior to clocking off. Communicate any service issues to supervisor. Assume responsibility for closing when required. 	Assigned hospitality area at close of day. Determined by supervisor.
Other duties	<ul style="list-style-type: none"> General cleaning. Work at off site venues as required. Work across all De Bortoli hospitality areas as required. 	As determined by supervisor.

<p>Promote safe attitudes and work practices</p>	<ul style="list-style-type: none"> • Comply with all OH&S policies and procedures • Wear Personal Protective Equipment (PPE) as specified. • Report all accidents, near misses and unsafe work practices/hazards to your Manager/Supervisor. • Maintain all equipment to a safe working standard. • Work on a manner which is conducive to OH&S. 	<p>Compliance with Company policies and procedures.</p> <p>Incidents reported in accordance with Company procedure.</p> <p>Maintenance schedules adhered to at all times.</p>
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SELECTION CRITERIA

<p>Essential Criteria</p> <ul style="list-style-type: none"> • Punctuality. • Restaurant / Cellar door experience. • Honest, reliable and trustworthy. • Outgoing hands on attitude. • Customer service focussed. • High standard of dress and grooming. 	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • Passionate about wine & food. • Relevant studies in wine / hospitality. • Proven presentation skills.
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DESIRED QUALIFICATIONS AND/OR PROFESSIONAL DEVELOPMENT

<ul style="list-style-type: none"> • Possession of Responsible Service of Alcohol (RSA) • Food Handling

Employee Name:

Employee Signature:

Manager Name:

Manager Signature: