

POSITION TITLE	Hospitality and events assistant	
DEPARTMENT	Tuileries – Accommodation, Food and Beverage, Marketing	
DATE EFFECTIVE	Current	
REPORTS TO	Hospitality Manager	
ROLES REPORTING DIRECT	N/A	
KEY RELATIONSHIPS	Administration, Bookings, Marketing.	
PRIMARY OBJECTIVES		
<ul style="list-style-type: none"> • To deliver outstanding service to all customers attending or booking for the Rutherglen DeBortoli site for accommodation, cellar door, food and beverage and other services. • To increase revenue in the accommodation, cellar door, food and beverage, on- and off-site events and conferences and weddings • Actively market De Bortoli products and services. • Increase customer spend per head. • Ensure an up to date knowledge of De Bortoli products and services is maintained. • Adherence to all De Bortoli policies and procedures. 		
MAJOR RESPONSIBILITIES		
KEY RESULT AREAS	SPECIFIC ACTIVITIES	MEASURES
Accommodation guest services	Guest check in, check out & reservations; Guest enquiries and issues Applicable payment, balancing and reporting tasks.	Use our booking systems to accurately maintain guest bookings and records Determined by Hospitality Supervisor.
Reception	<ul style="list-style-type: none"> ■ Meet and greet customers in a friendly & professional manner. ■ Phone and personal reception of any guest on the premises: direction towards the appropriate facilities. 	Explain booked services and refer to other services. Determined by Hospitality Supervisor.
Events, on and off site, conferences and weddings	<ul style="list-style-type: none"> ■ Administrative assistance to the Hospitality Manager & Marketing Supervisor regarding <ul style="list-style-type: none"> • Major on-site events (eg Long weekends) • Off-Site wine and site promotion events • Weddings and wedding promotions • Conferences • other functions (eg menus and planning) 	Assistance with publication and distribution of flyers. social media. Maintaining timely correspondence and event running sheets. Assistance organising equipment, stock, and staff. Liaising with Food and Beverage supervisors
Food and beverage Other duties	<ul style="list-style-type: none"> ■ Work across all De Bortoli hospitality areas as required. 	All staff at Rutherglen are expected to be able to help in Cellar Door, Breakfast, Functions and

		food and beverage when required.
Promote safe attitudes and work practices	<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>

SELECTION CRITERIA	
<p>Essential Criteria</p> <p>Proven ability in a guest-focussed hospitality role.</p> <p>Ability to use computer guest-focussed, booking-focussed and reporting systems.</p> <p>Punctuality, Honesty, reliability and trustworthiness.</p> <ul style="list-style-type: none"> ■ Outgoing hands on attitude. ■ Customer service focussed. ■ High standard of customer relations, dress and grooming. ■ 	<p>Desirable Criteria</p> <p>A displayable interest in Hospitality and/or Event Management.</p> <ul style="list-style-type: none"> ■ Passionate about wine & food. ■ Relevant studies in wine / hospitality.

DESIRED QUALIFICATIONS AND/OR PROFESSIONAL DEVELOPMENT
<ul style="list-style-type: none"> ■ Possession of Responsible Service of Alcohol (RSA) ■ Event Management ■ Marketing ■ Hospitality

Employee Name:

Employee Signature:

Manager Name:

Manager Signature: