



PRINCE ALFRED COLLEGE

Role Profile **Front of House Attendant**

The Front of House Attendant is accountable to the Catering Manager for the effective provision of outstanding customer service in the kitchen, café, events and school canteens by providing operational support to Prince Alfred College Catering team.

Division/Section:

School Services.

Reports to:

Catering Manager.

Specific responsibilities include the following:

1. General:

- Contribute to the effective operation of the Catering team.
- Work across a variety of areas including café, events, kitchen, and the school canteen.
- Prepare/sell coffees and other food and beverage items for the café.
- Consider allergies and intolerances and appropriate food and drinks at all times.
- Ensure timely delivery and serving of all food and beverages to meet the needs of the clients.
- Assist with the set up of functions as required.
- Assist with preparation of food as required.
- Ensure adequate quantities of stock are available for café/functional areas as directed.
- Foster effective working relationships with all staff and members of the College.
- Interact with diplomacy and professionalism with a diverse range of internal and external stakeholders.
- Identify and undertake relevant training and development required.
- Foster a sense of team and pride in the provision of services, both internal and external.
- Other duties as directed by the Catering Manager.
- Delivering outstanding customer service as outlined in the College's Customer Service Charter.

2. Food Safety Plan

- Maintain a high level of personal hygiene and safety at all times.
- Conduct all operations in accordance with the Food Safety Plan.
- Be responsible for the delivery, storage, basic food preparation, serving and presentation of food and drink.
- In conjunction with the Catering Manager ensure compliance to the Food Safety Plan.
- Demonstrate and provide advice to other staff in safe food handling practices.

3. Resources

- Support resources required for the effective operation of the College kitchen, café and events.

- Ensure records in relation to kitchen/café operations are up to date and filed effectively as appropriate.
- Use resources effectively to minimise waste or duplication.

4. Risk Management

- Identify, analyse and report areas of potential risk in conjunction with the Catering Manager.

Applicant attributes, key knowledge and experience:

Candidates will be expected to have the following:

- Barista experience preferred (training can be provided) and certification in Responsible Service of Alcohol
- Excellent communication skills – a positive and encouraging interpersonal style; a strong customer focus, with a proactive ‘can do’ attitude.
- Excellent people engagement skills and the ability to adapt to meet customer’s needs
- Excellent time management skills and ability to prioritise workload, able to be proactive and demonstrate initiative.
- Excellent work ethic such as pride in work, reliable, well presented and punctual.
- Team player – a commitment to working constructively in a small team and taking responsibility for organising own work and have capacity to fulfil all the requirements of the role.
- Knowledge of the developmental needs of children and nutrition.
- Demonstrated ability to support functions for medium to large groups.
- Attention to detail and hands on approach.
- Ability to follow instructions, work protocols and procedures.
- Flexible and a positive attitude towards change.
- Maintenance of the highest standards of cleanliness and compliance to all relevant legislative requirements, including WHS, HACCP, Food Handling, First Aid, etc.
- Competent computer literacy skills –competent abilities in Microsoft Office, Desktop Publishing and on-line ordering desirable.

Conditions:

Casual hours as required

Mostly Monday to Friday during the day with some nights and weekend work as required.

Salary:

Educational Services (Schools) General Staff Award 2020

Reviewed May 2021