

Job Task Analysis

Food & Beverage/Conference & Events Attendant



Job Description:

Job overview: A Food & Beverage/Conference & Events Attendant responsible and accountable for assisting the Management team in the effective operation of the outlet, conference or event. This will be achieved by working as a team as well as other departments to provide the appropriate quality and level of service to RACV members, guests, and visitors and by adhering to RACV policies and procedures.

Environment: Indoors, exposure to chemicals.

Psychosocial demands: High Job demand in peak times.

Shifts: Due to the 7day/week nature of the operation, flexibility is required by the incumbent to assist with occasional unscheduled or on call duties and will require a presence on weekends.

PPE: Closed toe shoes, uniform, apron.

Front desk service

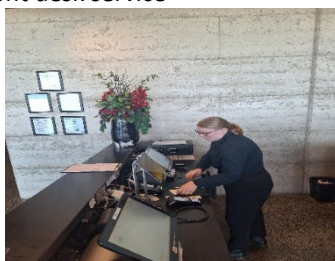


Table service



Cleaning



Key Tasks:

1. Customer Service: Greeting guests, answering questions, processing payments
2. Order Taking and Serving: Taking food and drink orders, inputting into the system, serving dishes and drinks as per the guest's request
3. Maintaining Cleanliness: Keep tables, serving areas and other designated sections clean. This includes clearing dishes, wiping down surfaces, and resetting tables for the next guests.
4. Arranging of furniture: Either in the restaurant or for an event, setting up tables, chairs and other items.
5. Room Service: Trolley and buggy (where needed)

Postural Tolerance	O	F	C	Comments
Sit	√			During breaks
Stand			√	As required
Walk		√		Between kitchen and tables
Kneel	√			Cleaning low areas
Squat	√			Cleaning low areas
Crawl				N/A
Twist	√			Avoided by moving feet

Material Handling	O	F	C	Comments
Lift		√		Up to 10kg
Carry			√	Trays, drinks, food
Push	√			Trolleys, chairs, tables
Pull	√			Trolleys, chairs, tables
Reach		√		Cleaning high areas
Grip		√		Trolleys, chairs, tables
Dexterity		√		Use of cleaning tools

Job Modifications:

- Reduce Manual handling requirements
- Job Rotation
- Increase time of front desk

Alternate Duties:

- Supervising Role
- Admin Duties
- BOH - polishing cutlery, holding napkins, refill salt and pepper shakers
- Service setup – cutlery, napkins, glassware, salt and pepper shakers
- Front desk service