

Position Description



JOB TITLE: BAR ATTENDANT

POSITION TYPE: CASUAL

Department: Beverage

Reports To: Beverage Manager

JOB DESCRIPTION

Guided by the policies and practices of Redcliffe Leagues Club Inc., this position is assigned the responsibility of excellent customer service, the required product knowledge and general hygiene practices. A high level of accuracy is required in the recording of sales and the operation under the relevant regulatory guidelines.

RESPONSIBILITIES

- To adhere to the relevant legislative, regulatory, insurance and industry standards for Licensed Clubs.
- To meet. Greet and farewell patrons and to attend to their needs including preparing and serving beverages according to their standard recipes or individual requests.
- To deliver “on-selling” options to patrons to enhance sales and customer experience.
- To ensure the cleanliness, safety and hygiene of the Bar area.
- To manage the cash register function including cash handling, credit and membership card transactions, balancing / reconciliation requirements and record keeping.
- To promote the benefits of membership and the usage of membership cards.
- To monitor and manage stock levels and rotation of stock
- To ensure the Club maintains a reputation as a premier Licensed Club, respected throughout the local area and the state of Queensland for its high standards of service, sporting, social and recreational facilities.
- To ensure satisfactory service levels are provided to patrons.
- To ensure satisfactory “on-selling” rates are achieved.
- Satisfactory cleaning, safety and hygiene levels are maintained.
- Effective management of the cash register function is achieved.
- Adequate stock levels and rotation of stock is maintained.
- To ensure high member satisfaction on promotional activities and awareness.
- Satisfactory performance of the opening and closing procedures.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Required to perform duties as instructed, and to prevent injuries to self and others.
- Promote a safe environment by maintaining general house keeping measures within your own workstation.
- Report any safety maintenance of equipment.
- Identify and report hazards.
- Follow the Club Policies and Procedures in relation to OH&S and Injury Management.

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PRIVACY RESPONSIBILITIES:

Adhere to Club's Privacy Policy and ensure that personal information is not used or disclosed unless directly relates to the primary purpose for which it was originally obtained

REDCLIFFE LEAGUES CLUB PRIVACY POLICY

Redcliffe Leagues Club is subject to the provisions of the Privacy Act 1988. The Act contains 10 National Privacy Principles that set standards for the handling of personal information. The Club has a commitment to privacy and the safeguarding of information provided to you.

Any personal information provided by you to the Club (eg name, address, date of birth and contact details), including information collected as a result of a membership card being placed in a gaming machine or other club machine that is linked to a member loyalty system (not ATMs) that may provide a benefit or service to you, will be protected.

The Club does not usually disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The Club may also disclose personal information to relevant authorities if it reasonably believes that there is a threat to an individual's life, health or safety, or public health or safety. If the Club has reason to suspect that unlawful activity has been, is being or may be engaged in, personal information may be used or disclosed as a necessary part of any investigation and reporting to relevant persons or authorities.

The Club may disclose your information to third parties that provide services under contract to the club. These contracts require the third party to keep your personal information confidential and secure.

You have a right to access any personal information that the Club may hold about you, including a right of correction of your information. The Club will generally not charge a fee for you to access your personal information.

Your personal information, including information about you obtained as a result of you placing your membership card in a gaming or other club machine (not ATMs), may be used by the Club for marketing purposed to improve our services to you, and to provide you with the latest information about those services, any new related services and promotions.