

# **Civic Theatre Newcastle**

## **Service areas - roles - levels Duties Statements: Food & Beverage**

Last reviewed: 11 March 2021 DOH

LTCA	Position	Duties
2	<b>F&amp;B Team Member</b> – Kitchen hand, general hand	<p>Responsible for cleanliness of food and beverage areas, including:</p> <ul style="list-style-type: none"> <li>○ maintaining high standards of cleanliness</li> <li>○ ensuring that professional equipment remains in good working condition</li> <li>○ setting up and packing down work areas such as the kitchen or function space</li> <li>○ Collecting glasses from tables and washing in the dishwasher</li> <li>○ Wiping down tables, cleaning service areas and polishing glasses</li> <li>○ Arranging bottles and glasses on shelves</li> <li>○ Restocking fridges</li> <li>○ Maintaining workplace hygiene, work health and safety, and security procedures</li> </ul> <p>Informing management of any problems which require immediate attention</p> <p>Skills required include:</p> <ul style="list-style-type: none"> <li>• Excellent communication skills and customer service</li> <li>• Ability to take instruction</li> <li>• Able to work as part of a team</li> <li>• RSA certification</li> </ul>
3	<b>F&amp;B Team Member -</b> Food or alcohol service	<p>Bar duties as outlined in CX duties statement, plus additional food &amp; beverage duties including:</p> <ul style="list-style-type: none"> <li>• Ensuring quality and efficient service of basic food &amp; beverage items</li> <li>• Operate food &amp; beverage equipment such as the coffee machine, in an efficient and effective manner</li> <li>• Engaging in on-the-job and planned training</li> <li>• Ensuring quality of own work, along with that of others</li> </ul> <p>Responsible for exceptional customer service, including:</p> <ul style="list-style-type: none"> <li>• Encourage repeat business through developing a rapport with customers</li> <li>• Engaging with customers about Civic Theatre events and activities</li> </ul> <p>Responsible for cash handling during shift, including:</p> <ul style="list-style-type: none"> <li>• Ensuring all transactions are recorded accurately and immediately on the till</li> </ul>

		<ul style="list-style-type: none"> <li>• Collecting payment, operating cash registers and giving change</li> <li>• Collecting till float before beginning a shift and checking the till float before the till starts operation</li> <li>• Reconciliation of till at end of service</li> </ul> <p>Skills required include:</p> <ul style="list-style-type: none"> <li>• NSW Working with Children Check</li> <li>• Multi-tasking skills</li> <li>• Ability to manage competing priorities and work within a small team</li> <li>• Ability to work in a fast-paced environment</li> <li>• Good communication skills</li> <li>• Experience in handling money</li> <li>• Solve straight forward problems</li> <li>• Armed Hold-up prevention training (including cash handling)</li> </ul>
4	<b>F&amp;B Team Member -</b> Food or alcohol service, cook, mixologist	<p>Provide high quality, specialised food &amp; beverage services that exceed expectations, including:</p> <ul style="list-style-type: none"> <li>○ Up to date with food and beverages trends and best practices</li> <li>○ Prepare high quality food &amp; beverage offerings such as cocktails, coffee or food</li> <li>○ Upselling food &amp; beverage products and services to enhance the visitor experience</li> <li>○ Take action to ensure the effective resolution of customer complaints, escalating issues to coordinator as needed</li> <li>○ Performs work under limited supervision either individually or in a team environment</li> <li>○ Able to work from a detailed run sheet</li> <li>○ Making workplace health and safety a top priority and focus in all aspects of your work.</li> <li>○ Providing support and assistance to colleagues wherever possible</li> <li>○ Assist in the provision of on-the-job training</li> <li>○ Any other duties within your capabilities.</li> </ul> <p>Skills required include</p> <ul style="list-style-type: none"> <li>• Cert III in hospitality or hospitality related field or equivalent experience</li> <li>• High level of food &amp; beverage experience, providing excellent service in a busy work environment</li> <li>• Organised, with excellent attention to detail</li> <li>• A team-player who will establish positive working relationships</li> </ul>

		<ul style="list-style-type: none"> <li>• Excellent communication skills; able to communicate with a wide range of people</li> <li>• Flexible and collaborative approach to your work, open to learning and always looking for ways to improve service delivery.</li> <li>• Ability to work consistently without direct supervision and under some pressure.</li> <li>• A commitment to providing the best possible outcomes for customers and the Theatre.</li> </ul>
5	<b>F&amp;B Team Member –</b> Cook, mixologist	<p>Provide exceptional quality, specialised food &amp; beverage services that exceed expectations, including:</p> <ul style="list-style-type: none"> <li>○ Prepare innovative food &amp; beverage products such as food and cocktails</li> <li>○ Design cocktail menus</li> <li>○ Performs work under minimal supervision either as an individual or part of a team, including unsupervised food preparation</li> <li>○ Understands and implements quality control, both individually and across the team</li> <li>○ Interprets run sheets and provides guidance to others</li> <li>○ Provides on-the-job training and assistance to others, including training staff in new cocktails menus and food offerings</li> <li>○ Any other duties within your capabilities.</li> </ul> <p>Skills required include</p> <ul style="list-style-type: none"> <li>• Very high level of food &amp; beverage experience</li> <li>• Readily adapts to change in work environment</li> <li>• Ability to work consistently without direct supervision and under some pressure</li> <li>• Consistently provides the best possible outcomes for customers and the Theatre</li> </ul>
6	<b>F&amp;B Team Member –</b> Cook, mixologist, Team Leader	<p>Provide exceptional quality, specialised food &amp; beverage services that exceed expectations, including:</p> <ul style="list-style-type: none"> <li>○ Providing overall supervision of individuals or food &amp; beverage teams</li> <li>○ Plans and arranges training for staff</li> <li>○ Multitasks during peak periods</li> <li>○ Determines priorities and monitors team performance</li> <li>○ Is accountable for achieving kpi's as outlined by management</li> <li>○ Assesses work performance of other staff</li> <li>○ Assists in the selection and recruitment of staff</li> <li>○ Assists in staff rostering</li> <li>○ Responsible for reconciliation of team areas POS and tills</li> <li>○ High level of WHS responsibility</li> <li>○ Awareness of applicable liquor license requirements</li> </ul>

		<p>Skills required include</p> <ul style="list-style-type: none"> <li>• Cert IV in hospitality or hospitality related field or equivalent experience</li> <li>• Exceptional level of quality control</li> </ul>
7	<b>F&amp;B Team Member – Supervisor</b>	<p>Responsible for providing a positive, proactive and accessible food and beverage service including:</p> <ul style="list-style-type: none"> <li>○ Supervising and coordinating the entire food &amp; beverage team</li> <li>○ Provide and maintain efficient service, aiming to exceed customer expectations at all times</li> <li>○ Assisting in the recruitment, induction, development and training of the casual team members</li> <li>○ Ability to interpret a run-sheet to co-ordinate the smooth running of show night and other catered events including but not limited to set up, pack down, onsite client liaison, hospitality riders and any other live performance hospitality events</li> <li>○ Responsible for full reconciliation of all POS and tills</li> <li>○ Ensuring you and the team are knowledgeable and respond positively to customer feedback</li> <li>○ Assigning staff to their roles and delegating tasks as needed</li> <li>○ Work closely with other team supervisors across Civic Theatre</li> <li>○ Responsible for staying up to date with current industry tea and coffee trends and ensuring that all team members are educated on our various types of tea and coffee and the differences in flavour and blends</li> <li>○ Undertake regular stocktakes of food and beverage provisions with complete responsibility for all elements of stock control</li> <li>○ Ensuring accurate and informative post event reporting is circulated to relevant departments</li> <li>○ Responsible for maintaining venue presentation services in line with established standards, including identifying, reporting and correcting any safety and maintenance issues as required</li> <li>○ Understand and adhere to all requirements of the applicable liquor licence including ensuring all staff are fulfilling all RSA responsibilities</li> <li>○ Communicate effectively with Food &amp; Beverage Services Coordinator</li> </ul> <p>Skills required include:</p> <ul style="list-style-type: none"> <li>• Attention to detail</li> </ul>

		<ul style="list-style-type: none"> <li>• Time management</li> <li>• Excellent customer service skills</li> <li>• Problem solving</li> <li>• Managing a team</li> <li>• Report writing</li> <li>• High level computer literacy</li> </ul>
--	--	--

The table attached gives an visual guide to the tasks performed by each role.