

**Position Classification:** Service and Support

**Responsible for:**

Delivering outstanding customer service, Accurate food and wine order taking and processing and Actively market De Bortoli products and services.

**Leadership/Business influence:** Minimal supervision, working independently/proficiently.

**Reports to:** Front of House Manager, Restaurant Supervisor, Cellar Door Manager

**Supervises:** N/A

**Internal contacts:** Administration, Bookings, Chefs.

**External contacts:** Suppliers, Customers.

### Main Functions and Activities

**Daily set up**

- Ensure the assigned area of operation is ready for customers as required.
- Check with the supervisor before service.

**Measures** - Assigned hospitality area ready to trade at required time. Determined by the Hospitality Supervisor.

**Customer Service**

- Meet and greet customers in a friendly / professional manner.
- Accurate order taking and processing.
- Ensure food / wine is of standard required before presenting to customers.
- Actively target to Increase customer spend.
- Maintain sound knowledge of De Bortoli products and services.
- Assist the Restaurant Manager with the daily running of shifts

**Measures** - Customer feedback. \$ spend per head. Good reviews

### End of day

- Ensure end of day procedure is followed after customers have left.
- Assist the Restaurant Supervisor with cash-up procedures when required.
- Check with the supervisor for next day requirements, prior to clocking off.
- Communicate any service issues to the supervisor.
- Measures - Assigned hospitality area at close of day. Determined by the supervisor.

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### Other duties

- Ensure the area of operation is kept clean and tidy at all times.
- General cleaning duties.

Professionally handle any customer service issues as they arise

- Work at off site venues as required.
- Work across all De Bortoli hospitality areas as required.

Ensure the site is secure and alarmed when last to leave.

**Measures** - As determined by the Hospitality supervisor.

### Promote safe attitudes and Work Practices

- Comply with all WH&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 in a manner which is conducive to WH&S.

**Measures** - Compliance with Company policies and procedures. Incidents reported in accordance with Company procedure. Maintenance schedules adhered to at all times.

### Essential Capabilities and Experience

- Punctuality
- Honest, reliable and trustworthy.
- Outgoing hands on attitude.
- Customer service focussed.
- High standard of dress and grooming.

### **Desirable Criteria**

- Passionate about wine and food.
- Relevant studies in wine / hospitality. Ideally WSET level 2
- Restaurant / Cellar door experience.
- Possession of Responsible Service of Alcohol (RSA)

Incumbent Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Managers Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_