

## Position Description

**Job title:** Food & Beverage Attendant

**Department:** Campus Engagement

**Reporting to:** Food & Beverage Manager

**Location:** St Lucia

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### Purpose of the Position

The Food & Beverage Attendant is responsible for providing an exceptional level of canteen and bar services to UQ Sport customers while assisting with events setup and packdown.

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### Key Responsibilities

- Delivering exceptional customer service to UQ Sport customers, including responding to requests in a professional and timely manner
  - Undertaking general customer service duties
  - Food, beverage and coffee production and service
  - Receipt and dispensing of payments
  - Working closing with other team members and the Venue Supervisor to maintain excellent customer service standards
  - Maintaining a clean work area and practising proper hygiene practises
  - Ensuring a full stock of supplies using the FIFO process (First In/First Out)
  - Assisting with the opening and closing of facilities including events set up and pack down
  - Maintaining a positive profile for UQ Sport
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### Essential Credentials

- RSA certificate
  - First Aid and CPR certificates
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### Essential Experience and Skills

- A minimum of 12 months' experience in a hospitality environment
  - Proven cash handling experience
  - Demonstrated commitment to customer service excellence
  - Excellent interpersonal and communication skills
  - Proven ability to take initiative and work within a team environment
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### Essential Health and Safety Responsibilities

- Adopting safe work practices
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Ensuring your behaviour does not pose a risk to the health and safety of any person and does not interfere with or misuse materials, equipment or property
- Participating in meetings, training and other health and safety activities