

F/T, P/T & casual Food & Beverage Attendant roles at Bonville Golf Resort and Pacific Bay Resort

Award winning Bonville Golf Resort and Pacific Bay Resort, both located in Coffs Harbour on the beautiful Mid North Coast of NSW, have opportunities available for hospitality professionals to join our award winning teams in delivering outstanding and friendly food and beverage service in our Restaurant and Function departments.

These are hands-on positions requiring floor service. You will enjoy working on the front line where you can interact with and serve people and build and harness positive relationships with our customers. We appreciate that we have not achieved our award winning success without the support of our customers and that the relationship we have with our customers is incredibly important. So naturally it is our expectation that you will work tirelessly to maintain an environment that encourages repeat business by delivering exceptional customer service and giving our customers the best possible service at every point of contact they have with you.

Duties and responsibilities include:

- Meet and greet guests
- Set-up, maintain, cleaning and pack-down of work areas
- Food and beverage service to the Restaurant and Functions departments
- Take orders, serve food and beverage items and follow hygienic food practices
- Monitor the quality and consistency of all food served from the Kitchen
- Arrange and re-arrange indoor and outdoor furniture
- Respond to guest enquires and requests and resolve customer complaints
- Follow departmental policies and procedures
- Operate POS system and take payment for guest account

To be considered for these roles, it is desirable that candidates demonstrate the below criteria:

- Previous hospitality experience in a similar role (preferably in a fine dining and/or Functions environment).
- Be a people person, passionate about the hospitality industry and committed to delivering exceptional customer service
- A high level of maturity and ability to professionally communicate clearly to a diverse range of guests
- Have excellent presentation and grooming standards
- Ability to work both autonomously and as part of a team
- Must be physically able to stand/walk for prolonged periods
- Have a current NSW RSA qualification

Please forward your applications to ohs@bonvillegolf.com.au