



TAB Attendant

Reporting to:	Manager on Duty / TAB Manager
Department:	TAB Service
Direct Reports:	-
Award Coverage:	
Classification:	
Date Prepared:	2021

Purpose

Undertake the daily operations of the TAB department in accordance with the Hotel’s objectives and practices to ensure a customer focused and compliant department.

Areas of Accountability

TAB Service

- Ensure the TAB information provided to customers is relevant and recent, including form guides, race updates and changes, headers and results,
- Undertake general floor duties to deliver a visually appealing and inviting area, including the cleaning of all machines, equipment and floor; the clearing of empty glass and kitchenware; attendance to EBT machines and terminals; and the general promotion of an accessible space for customers,
- Undertake general cashier duties, ensuring accurate distribution and collection of all monies and adherence to all cash handling protocols,
- Handle all point of sale transactions with diligence, honesty and integrity, in accordance with operational policies and procedures,
- Adhere to all cash handling and reconciliation processes,
- Communicate any machine or equipment issues or malfunctions immediately to the TAB Manager,
- Ensure all promotional displays and advertising material are displayed as expected and in line with the Hotel’s visual merchandising standards,
- Proactively adhere to TAB Compliance policies and procedures.

Bar Service

- Support customers as an expert in Beverage products and promotions, presenting menus, making recommendations and providing advice to customers,

watergardens

HOTEL

TAB Attendant

- Undertake general bar duties, including the serving of drinks, coffee and snacks; collection, washing and drying of glassware; stocking of equipment and consumables; and general cleaning tasks,
- Ensure a high level of bar service, with consistent delivery of Beverage products,
- Act to rectify any issues or inconsistency of products immediately;
- Handle all point of sale transactions with diligence, honesty and integrity, in accordance with operational policies and procedures,
- Ensure all cash handling and reconciliation processes are adhered to,
- Monitor the presentation of the entire bar area and its surrounds to ensure a clean, tidy and visually appealing environment at all times,
- Monitor the levels of stock and other bar consumables and take proactive and corrective action as required,
- Ensure any bar machinery or equipment issues are communicated immediately to the relevant Manager.
- Ensure the correct handling and care of machinery and equipment.

Cleaning

- Undertake general cleaning duties, including and not limited to service and customer amenity areas,
- Proactively follow waste management initiatives and guidelines,

Customer Experience

- Service Excellence; prioritise our customer's experience through delivery of exceptional, warm, proactive and efficient customer service; establish a rapport, anticipate their needs and deliver service with a smile,
- Customer Responsive; Promptly, accurately and effectively respond to a diverse range of enquiries and requests,
- Promote; Keep informed and actively promote to customers, venue and department activity, including memberships, events, promotions, services, facilities and products to ensure a proactive, thorough and consistently high standard of customer service,
- Venue Presentation; Ensure all areas of the venue are presented to the highest standard of excellence, delivering an aesthetically pleasing and inviting environment for customers. This includes but isn't limited to clearing tables, general cleaning, collecting glasses and other activities to ensure the Venue presentation is maintained consistently; regardless of your position,



TAB Attendant

- Customer Feedback; Provide customer feedback to the Venue Manager and others as appropriate. Solve customer concerns professionally in accordance with Policies and Procedures, escalating to Management when required.

New & Improved

- New Ideas; Continually think about and make suggestions for new and improved ways of attracting customers, promotions and/or delivering on customer value, quality, service excellence and overall experience,
- Improvement projects; Suggest and participate in improvement projects to increase productivity, save time, reduce waste, save costs etc.

Venue Support & General

- Inspire and advocate our Values and Behaviours in all interactions,
- Adopt a 'whatever it takes' approach to general venue support duties at times to ensure customer experience and service excellence standards are met, such as clearing tables, serving customers, point of sale transactions, etc.
- Other duties as requested.

Safety & Compliance

- Adhere to Liquor legislation, policies and procedure including following and enforcing Responsible Service of Alcohol licencing provisions and standards at all times,
- Adhere to TAB and Gaming legislation, AML / CTF compliance and reporting,
- Adhere to Food Safety and HACCP compliance policies and procedure, including following and enforcing hygiene standards at all times,
- Adhere to Security policies and procedures to ensure a secure environment for staff and customers,
- Adhere to Occupational Health and Safety policies and procedures to ensure a safe work environment for staff and customers,
- Attend and actively participate in training programs as required.



TAB Attendant

Certificates, Licences, Registrations

- Responsible Service of Alcohol
- Responsible Service of Gambling
- Responsible of Food
- Anti-Money Laundering / Counter Terrorism Financing Training
- TAB Basics
- Pubsafe Accreditation

Measurable Outcomes

- Responsive Service to customers
- Responsible Service to customers
- Proactive Service to customers
- Appropriate identification and service to regular/VIP members
- Presentation of premises in line with expected Hotel and supplier standards
- Adherence to all compliance requirements

Values and Behaviours

Customers are the Heart – “Customers may forget what you said, but they will never forget how you made them feel.” Our Customers are the reason for our business, not a distraction from any other tasks. In keeping our *Customers at the heart of everything we do*, we deliver exceptionally professional service, accepting our customers as they are, treat all with respect and engage meaningfully. We greet our customers with a smile. If our customers feel important and experience positive and meaningful interactions, they will return.

Working Together - Regard yourself as a member of a team, not just an individual who has a specific job to do. Teamwork is about replacing “I can’t” with “how can I”. Be willing to try new methods and accept new responsibilities. Working Together to keep our promise of exceptional customer service, we do this by communicating, sharing information and accepting new methods and responsibilities to achieve this.

Service Excellence – Striving for excellence in service in everything we do. Providing helpful, friendly, enthusiastic and courteous service at all times. Delivering on the highest standard of service and fostering customer satisfaction. “If we don’t take care of our customers, someone else will”.



TAB Attendant

Physical Requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				
Operating telephone / computer				
Manual Handling				
Bending / twisting Spine				
Working with one or both hands above shoulder height				
Lifting (5kg or under p/item)				
Lifting (5kg or over p/item)				
Requiring low/light application of force				
Requiring medium to high application of force				
Exerting force in an awkward posture				
Holding & supporting				
Agility				
Squatting / kneeling				
Looking up / looking down				
Reaching forwards or sideways				
Gripping or grabbing equipment				
Mobility				
Walking / standing- extended				
Walking on uneven ground				
Climb steps/stairs				
Sensory				
Hearing – face to face / telephone conversations				
Hearing – working with loud machinery				
Visual – read printed material, signage				
Visual – computer screen, electronic signs				
Visual – driving				
Emotional				
Dealing with complex customers				
Supporting dependent persons				
Dealing with conflict				
Managing complex personal situations				
Providing empathy				
Work Environment				
Confined spaces				
Working alone				
Pollen (or other allergens)				
Exposure to polluted odours and/or chemicals				

Declaration

I,, have read and understand the responsibilities and expected outcomes outlined in this Position Description and agree these are reasonable.



TAB Attendant

Signature

Date: