



Staff and Cast Positions – Tea Room Attendant

Thank You for taking the time to consider joining the Carrington Inn hospitality team. We look forward hearing from you soon!

Established in 1885, The Carrington Inn has been a landmark in the rural town of Bungendore for over a century. Initially a coaching inn for travelers on the Cobb & Co route The Carrington Inn holds historical value to the community of Bungendore and its surroundings. It is anticipated that when reopened after extensive renewal, the Carrington will return to a focal point of the local community and be enjoyed and admired by tourists and travelers.

Tea Room Attendant – Job Description

Job Title:	Tea Room Attendant
Reporting to:	Tea Room Supervisor
SUMMARY: <p>The Carrington Inn’s Executive Director, is looking for a fun, skillful and committed person to help represent Myee’s Garden Room and serve its food and beverage offerings to our guests. A person who is first and foremost diligent and professional, but just as important, can make guest feel welcomed, valued, and part of our family.</p> <p>A Tea Room Attendant is a hands-on position that takes directions given to him/her by the Tea Room Supervisor. He / She will help venue guests feel special and at home, and serve wholesome food on time, meeting the presentation style and quality commitment of our brand.</p> <p>A Tea Room Attendant ensures that health and food safety standards are always practiced. He / She is a member of Myee’s Garden Room team who represents a critical cornerstone of the Carrington Inn heritage story. As a member of this team, they provide a link to the establishment’s 131-year history, while rewarding guest with food and drink that meets the venue’s quality, styling and brand requirements.</p>	

The Carrington Inn is an equal opportunity employer.

Typically Responsible for:

- Greeting and seating guests.
- Take and serve Food and beverage orders.
- Provide service according to the tea-room's quality and service standards.
- Keeping tea-room dining, entrances, and service spaces clean, neat, tidy and safe.
- Training of other staff as directed.
- Operation of cash register.
- Offering a high standard of customer service.
- Creating a harmonious environment amongst all staff within the restaurant.

Main activities:

- Greeting and seating guests.
- Taking orders, serving and clearing tables with food and beverages as required.
- Setting tables for customers.
- Knowing the tea-room menu offerings in depth, so as to be able to answer guests' questions and make recommendations to them.
- Washing and cleaning plates, equipment and kitchen areas as required.
- Setting up, serving and closing venue correctly.
- Assisting with the training of staff according to tea-room training guidelines.
- Promoting the tea-room and catering services to guests by giving information as requested.
- Communicating with the Tea Room Supervisor regarding any problems with offerings, service, facilities or equipment.
- Operating the cash register to ensure a high level of accuracy.
- Handling complaints according to guidelines.
- Ensuring the safety of guests and other staff during service and after leaving.
- Being fully aware of the venue's Fire Safety Procedures and Health & Safety regulations.
- Participating on the health and safety committee, rotation basis.
- Maintaining hygienic food handling practices and cleanliness.
- Maintaining the cleanliness of all parts of the Garden Room and garden areas.
- Ensuring Responsible Service of Alcohol policies are carried out.
- Maintaining and reporting on Garden Room stock levels and security as directed.
- Other duties typically expected of the position as required from time to time.
- Assisting other areas of the Carrington Inn as required.
- Other duties typically expected of the position as required from time to time.
- Participating in team meetings and surveys.

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EDUCATION and/or EXPERIENCE

At least 2 years experience working in a busy café environment.

Knowledge of different varieties and styles of Tea's and Coffees.

Good knowledge of local attractions and the area.

Food Safety Certificate or willingness to obtain Food Safety Certificate.

Responsible Service of Alcohol Certificate.

Working knowledge of various computer software programs including, but not limited to, Word-processing, spreadsheets, tablet computer, and email.

OTHER SKILLS and ABILITIES

- A Tea Room Supervisor:
 - has a natural liking of people and desire to make them feel at home.
 - demonstrates an ability to serve a high volume of guests in a timely manner, which is accurate, complete, and of good quality.
 - demonstrates an ability to represent and convey the historic brand story of the Garden Room and the whole Carrington Inn complex to guests.
 - has physical strength and good body coordination when the whole body is in motion and carrying items.
 - comes to work when rostered, is punctual and sets a good example of character and ethic.
 - follows directions, takes criticism positively, and at all times refrains from abusive and/or inappropriate behaviour.
 - is honest in all manner of engagement with the enterprise and guests.

PERSONAL PRESENTATION:

READINESS FOR WORK: At the start of the rostered time you should be clean, groomed, uniformed, fed, well-rested, with personal belongings already stowed, and ready to immediately commence work in all other ways required of the position. This is a condition for ongoing employment.

UNIFORM:. Every day you should present in a clean uniform, ready to work. Footwear is to be comfortable with non-slip soles, and a closed toe style approved to coordinate with the uniform.

GROOMING: The position requires a person who is clean and well groomed. Hair will be under cap or net, tied back if long. Males are preferred to be clean shaven, otherwise facial hair must be well groomed and not longer than 30mm at any length. Females will maintain not more than light make-up.

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SHIFTS / NIGHT WORK / AVAILABILITY/ WORKING CONDITIONS ETC:

On its re-opening, the Myee’s Garden Room may be closed on Mondays and Tuesdays, however if business levels are strong, it may go to a 7-day roster. The Tea Room Supervisor will be expected to be available for work during peak times which include Saturday, Sunday and agreed public holidays, however an Assistant Supervisor will also mitigate some of that time. Operating hours will be daytime hours, no evenings.

Minimum of 2 hours per month continuous professional education should be undertaken.

Dinner break at set time.

PHYSICAL DEMANDS:

While performing the duties, you are regularly required to see, talk, hear and feel touch. You are frequently required to stand; walk; use hands to finger, handle, sense or feel; reach with hands and arms, and stoop, kneel, or crouch. You must occasionally lift and/or move up to 24kg. Specific vision abilities required in this role include close vision and distance vision. Logic and thinking process must be quick and unencumbered.

WORK ENVIRONMENT:

While performing the core functions of the position, you are usually indoors, in a confined kitchen environment, but may also be rostered to work outdoors in a natural and variable environment. The position can also involve regularly moving between warm (kitchen) and cold (cool room) locations. Moderate machine and crowd noise levels exist in the working environment.

OPERATIONS GUIDELINES:

The property maintains operational guidelines for personnel that are intended to create a safe and productive working environment, and a professional and appealing guest experience. The full set of guidelines will be provided to shortlisted applicants, although they may change from time to time. The following are two key guidelines:

MOBILE DEVICES: Personal mobile devices may not be accessed or used during shifts, except on breaks. All personal devices must be stowed in lockers or vehicles during shifts. Emergency contact support is provided through the main venue telephone number.

PERSONAL VISITORS: Personal visitors should not attend the property, distract or disrupt you from your responsibilities during your shift. Guest of the venues excepted.

SECURITY BACKGROUND and **REFERENCE CHECKS** may be undertaken.

Location of job: Bungendore, NSW

Prepared by:

Date: 26 May 2016

Wintergarden – TOM WILLS – Myees – ELM PARK – ROSE COTTAGE



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