MOUNT ANNAN CHRISTIAN COLLEGE

HOSPITALITY SUPPORT POSITION DESCRIPTION

Position Title:	Hospitality Support	**Employment Status**	☐ Full Time ☐ Part Time ☐ Casual ☐ Trainee x Contract/Temporary
Department:	Operations		
Position Classification:	School Operational Services Level 3		
Location:	347 Narellan Rd, Mount Annan		
Leader Title:	Hospitality Manager		
Hours of Work:	30.4 hours per week		
Stand Down:	☐ Full ☐ Half x Nil		

About the Operations Team
The Operations team is responsible for providing support and services to our Students, Staff, and the wider MACC Community. These functional areas cover a vast array of services from Customer Engagement, Student Services, Medical, Inhouse Cafe and Catering Services, Finance, Treasury, Accounting, Technology, Property Management, Infrastructure, Transportation, Visible and Digital Imagery, Advertising and Marketing
About the Hospitality Support Role
The Hospitality Support role assists with all facets of hospitality across the College, including the mobile food cart, Café and Canteen, while ensuring high-quality customer service is delivered to all stakeholders.

Key Duties & Responsibilities	
Key Result Area	**Duties**
Daily Activities	➢ Prepare and serve meals, snacks, and beverages in the school café, canteen, and at College events as required ➢ Prepare coffee orders for staff, students, parents and visitors ➢ Assist with the setup, service, and pack-down of catering for College events and meetings ➢ Monitor stock levels, assist with unpacking deliveries, and help with rotating and storing supplies correctly ➢ Provide a clean, hygienic environment for the preparation, storage and safe handling of food ➢ Ensure all Work Health and Safety standards are maintained ➢ Operate point-of-sale system and manage cash transactions ➢ Ensure that malfunctioning equipment is reported to the Canteen Manager in a prompt manner ➢ Provide friendly and efficient service to students, staff, and visitors, promoting a welcoming and respectful environment
Term Closure	➢ Assist in the cleaning & audit of the mobile food cart, Café and Canteen which includes the following: ▪ Full sanitisation of the mobile food cart, Café and Canteen ▪ Clean microwaves, ovens, hotplates, sandwich presses, coffee machine, fridges and freezers ▪ Wash and launder textiles (e.g. aprons, cloths and tea towels) ▪ Replace tools and equipment as needed ▪ Audit and restock fridge and pantry

General Duties & Responsibilities	
Compliance	➢ Compliance with all College policies and procedures ➢ Adhere to the College's Statement of Faith ➢ Uphold the College's Code of Conduct and always demonstrate professional behaviour ➢ Maintain respectful and cooperative working relationships with staff, students and families ➢ Maintain a valid Working With Children Check (WWCC) and Food Handling Certificate ➢ Report any hazards or incidents immediately via the Staff Portal

Culture	➢ Protect and contribute to the College's innovative, supportive and Christ-centred learning environment
Professional Development	➢ Identify opportunities to further develop skills, knowledge and expertise that are relevant to the role ➢ Actively participate in monthly one on one and half yearly performance reviews with the Canteen or Hospitality Manager

Role Relationships	
Internal	**External**
Hospitality Manager	Food Suppliers
Infrastructure Manager	Equipment Suppliers
College Staff	College Parents
College Students	Contractors and subcontractor trades people

Key Selection Criteria	
Skills & Attributes Req'd	**Qualifications & Experience Req'd**
➢ Basic proficiency is Microsoft Office software ➢ Strong communication skills ➢ Exceptional customer service skills ➢ Ability to build, foster and maintain good relationships with all stakeholders ➢ Committed Christian with an active involvement in a local church (preferred)	➢ Barista experience ➢ Experience in the hospitality industry ➢ Experience working in a fast-paced environment ➢ Current Drivers License ➢ Current Working With Children Check (WWCC) ➢ First Aid Certificate ➢ Certificate II or III in Hospitality or Cooking (desirable)