

## **Employment Opportunity – Airport Café Attendants**

**Job Brief** - Mildura Airport is seeking outgoing, service driven people to join their café team at the airport. The goal of this team is to ensure customers are served in an efficient and friendly manner, serving exceptionally high quality food and beverage in a short period of time, whilst ensuring excellence in customer service.

### **Essential duties and responsibilities include**

Willingness to help people  
Provide exceptional customer service always  
Welcome and greet every customer  
Suggest food and beverage options to customers  
Perform cleaning duties  
High standard of personal presentation and hygiene  
Prepare food, stock/restock, order produce, balance takings,

### **You must be able to**

View customer service and satisfaction as paramount  
Be well organised and prepared to go the extra mile for the satisfaction of customers  
Self-motivated and able to work in a fast-paced environment  
Able to turn negative experiences into positive experiences

### **Health and Safety Expectation**

- Ensure all accidents/incidents are recorded
- Use correct handling and lifting procedures
- To keep up to date with all OH&S procedures and methods
- Ensure all tasks are carried out in accordance with the café's health, hygiene, quality and safety standards

### **Requirements**

- Clear drug and alcohol testing
- Valid VIC driver's license
- Extremely high standards in the serving of food and beverage industry
- Food Safety for Food Handlers, White Card and Responsible Service of Alcohol desirable

If you are a service driven person, who truly enjoys adding value to the customer's service experience and the above role description sounds like the position for you, then please upload your CV and cover letter. Applicants must be drug free, in good health and must be able to stand for long periods of time.

Full time, part time and casual positions available. Please outline which position type you are applying for in your cover letter. Standard operational hours of business 0500-2030, rotational rostered hours.

Application closes: 07<sup>th</sup> April, 2017

Please note: Due to the anticipated high levels of applicants, only selected candidates will be contacted for an interview.