

<b>Position title</b>	Hospitality Mentor
<b>Award</b>	Hospitality Industry (General) Award 2010
<b>Classification</b>	Hospitality Level 2 - Casual
<b>Hours per week</b>	Casual
<b>Reports to</b>	Social Enterprise Manager
<b>Position holder</b>	Vacant

## Hospitality Mentor

We are looking for a skilled Hospitality Mentor to join our team, this role's focus will be customer service and will be primarily based in front of house. The role will focus on training, mentoring, and supporting people with additional needs and women from culturally and linguistically diverse backgrounds across the Wimmera who face social isolation and economic exclusion including significant barriers to employment.

### The Hospitality Mentor will:

- Support participants in a patient and caring manner.
- Support front of house staff and follow daily direction from the Kitchen lead in other tasks.
- Have current (or willingness to complete) Food Safety Supervisor course Food Safety Supervisor SITXFSA001 & SITXFSA002 | CFT.
- Prepare and serve café menu items to meet quality standards.
- Observe relevant health and safety standards.
- Accurately handle cash and credit card payments, following appropriate cash-handling procedures.
- Respond to orders, questions, concerns, and complaints in a polite and efficient manner.
- Properly handle and maintain all equipment.
- Keep a clean and orderly environment in our food preparation and service areas whilst adhering to good food standards and safety practices.

### Key Selection Criteria

#### *Essential*

- Ability to work flexible hours.
- Experience training, mentoring, and supporting all participants.
- Experience working with women from culturally and linguistically diverse backgrounds and/or people with additional needs.
- Current food handling certificate or experience in hospitality

## ***Desirable***

- First Aid Certificate
- A current Victorian motor vehicle license

## ***Personal attributes***

- Innovative
- Patient and calm
- Self-disciplined
- Ethical and honest
- Excellent customer service
- Patient and even tempered.

## **Conditions of employment**

- All terms and conditions of employment are in accordance with the Hospitality Industry Award 2010 and the National Employment Standards.
- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time.
- This appointment is subject to Police check, Working with Children Check and NDIS Worker Screening Check.

## **Chief Executive Officer review and approval:**

I have reviewed and approved the above position description.

Signature: \_\_\_\_\_ Date: / /

**Robbie Millar - Chief Executive Officer**

## **Employee statement**

I have read, understand, and agree with the above position description.

Name:

Signature: \_\_\_\_\_ Date: / /