



POSITION DESCRIPTION

POSITION: BAR & GAMING ATTENDANT

EMPLOYEE:

LOCATION: MANSFIELD GOLF CLUB

REPORTS TO: BAR & GAMING DUTY MANAGER

As per the Registered and Licensed Clubs Award 2010 Level 2: Food & Beverage Grade 2

KEY RESPONSIBILITIES

1. Assist in the cellar/store, including the receipt, delivery and recording of goods in the area. Cellar maintenance including stock rotation, cleaning lines, changing gas cylinders following procedures for the use of protective equipment and health and safety as required by legislation.
2. Bar Duties:
General bar duties including supply, dispensing and mixing a range of drinks including making coffee in the bar, receipt and cash handling.
3. Cashier Duties:
Distribution and issue of coin, issue of bookpays, validation of winning tickets, coin/note collections, hopper refills, shift reconciliation including reading egm meters.
4. Attend to customer queries, game queries, machine malfunction and coin/note jams as required, reporting machine problems to gaming operators as appropriate.
5. As directed comply with the Anti Money Laundering & Counter Terrorism legislation reporting incidents to the Compliance Officer and/or management as required by the ClubsVIC AML&CT program
6. Report breaches of the Mercury Code of Conduct to the supervisor and follow procedures for the implementation of the ClubsVIC Self Exclusion program for gaming. Ensure supply of Responsible Gambling brochures available in the venue and report all incidents in the Incidents Register.

7. Under direction of the supervisor/manager implement bar/gaming promotions and monitor results. Maintain all necessary gaming consumables and stock for the gaming amenities and ensure that the highest standards are maintained at all times.
8. Supervise and assist in the training of gaming, food and beverage attendants of lower level as required.
9. Undertake general waiting duties of both food and liquor including taking reservations, greeting and seating guests as directed. Including collecting glasses and plates from dining tables, including offering guests with beverage refills when collecting empty glasses.
10. General cleaning and tidying of associated areas, picking up glasses and food plates, setting and/or wiping down tables and gaming machine areas.
11. Direct customers to the external smoking areas as required, clean tables and ashtrays/receptacles in these areas as directed.
12. General bar and gaming duties as required.

TERMS AND CONDITIONS OF EMPLOYMENT

1. Compliance at all time with :
 - 1.1. Health & Safety requirements in accordance with the relevant Legislation and the club O.H. & S policies
 - 1.2. Victorian Commission for Gambling Regulation, Liquor Licensing Victoria and other relevant legislative bodies at all times
 - 1.3. Practice Responsible Service of Alcohol, Gaming and Food as per club policy and procedures.
 - 1.4. Ensure member comfort and satisfaction is paramount at all times.
 - 1.5. Compliance with the rules, by laws, and club policies as published from time to time.

Acquire and maintain a current:

**Industry Gaming Licence
Responsible Service of Alcohol Accreditation
Responsible Service of Gaming Accreditation**

Appearance, dress and general behaviour will be in keeping with the required standards of the Club

No gambling, drinking of alcohol or smoking is allowed whilst on duty.

Acknowledged and understood by Employee:

Employee Name.....

Employee Signature.....**Date**.....