**POSITION TITLE: Guest Relations Assistant**

**DIVISION/BRANCH: Conference Centres**

**LOCATION:** Port Hacking Conference Centres

**REPORTS TO:** Guest Relations Supervisor

**AWARD/CLASSIFICATION:** Hospitality Industry (General) Award - Level 2

**KEY INTERACTIONS: Externally:** Guests

**Internally:** Guest Relations Team, Catering Team, Conference Centre and Christian Outdoor Education Stakeholders

**EMPLOYMENT TYPE:** Casual (Midweek and Weekend shifts)

**DATE EFFECTIVE:**  January 2023

**APPROVED BY:** Head of Conference Centres

**ANGLICAN YOUTHWORKS**

Youthworks is chartered by ordinance to assist the Sydney Anglican diocese in its ministry towards children, youth, and families with the freedom to serve beyond this field (both denominationally and geographically). Youthworks therefore seeks to serve youth directly, as well as through the institutions where they may be found, namely in families, churches, and schools. It fulfils this through its vision, mission and values as stated on our [website](https://www.youthworks.net/about/mission-values).

**Youthworks Conference Centres**

Youthworks Conference Centres provide a place of temporary community for groups for relational and personal growth. We are intentional partners to schools, churches and like-minded community groups through networking, collaboration, and facilitation of Word ministry. We are providers of outstanding venues in amazing locations and Christian hospitality. We believe our interactions with our guests and each other are opportunities to promote and proclaim the gospel.

**POSITION PURPOSE**

To play a key role in contributing to our guest’s satisfaction and enhance Youthworks’ reputation, by providing high quality guest and food service to Youthworks’ standards.

**POSITION RESPONSIBILITIES**

*Meal Service*

* Provide high quality guest-centered food service that achieves a pleasant experience for guests and promotes Youthworks in a positive way
* Conduct yourself professionally and with a high level of service to guests
* Maintain high standard of cleanliness and hygiene in area(s) of responsibility. Ensure they are also tidy and correctly prepared for each mealtime
* Stock front of house inventory (equipment) appropriately and as needed
* Ensure that all equipment used is in safe working order, checked regularly and any faults reported to management, ensure equipment is not used until safe
* Ensure that meal service is provided to guest groups in a timely fashion including liaising with catering staff in regard to meal portions and service of special dietary meals. Where appropriate meal service also includes oversight and instruction of the meal service volunteers

*Upkeep of guest areas*

* Responsible for the daily upkeep and general cleanliness of all food service areas so as to ensure smooth day to day operation of the Centre(s)
* Ensure that each area of responsibility is properly prepared, clean and ready for each in coming group and reset after each group visit
* Responsible for the upkeep and general cleanliness of all food service related areas such as but not limited to site kitchens, dining rooms, dry & cold stores, and tea/coffee stations
* Assist with the daily upkeep and general cleanliness of all other appropriate or requested areas so as to ensure smooth day to day operation of the Centre(s)

*Other Areas*

* Assist with meeting room set up when required
* Assist with parking control when required

*Systems*

* Accurately maintain and keep up to date relevant records as needed by Youthworks and industry standards
* Adhere to proper food safety standards
* Ensure that any irregularities in operations and systems are reported to relevant stakeholders as soon as possible
* Provide feedback on system improvement measures that ensure excellence in service to our guests
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly

**Employee responsibilities**

* Attend Youthworks training events as required
* Adhere to Youthworks policies and procedures
* Keep abreast of industry knowledge, initiatives, and changes for continuous improvement in service delivery
* Perform additional duties within skill set as required from time to time
* Comply with Youthworks standards as well as industry regulations and safety standards
* Contribute to the improvement of the policies and procedures
* Ensure all relevant reporting occurs promptly, is enacted as needed and filed accordingly
* Model Christian behaviour in all aspects of the role
* Work autonomously and effectively in a ministry environment where it is important that time is used efficiently, honestly, and resourcefully
* Be an active team member participating in team meetings and devotions, and be an active member of the Youthworks community
* Demonstrate continual commitment to Youthworks’ Mission
* Work consistently with the values and ethos of Youthworks as a Christian employer

**SKILLS, KNOWLEDGE AND EXPERIENCE (SELECTION CRITERIA)**

**Essential**

* A passion for hospitality and/or customer service
* Excellent organizational and time management skills with the ability to multitask and to be flexible to reflect changes in priority
* Well-developed written and verbal communication skills with a focus on providing strong customer service
* A systematic and focused approach to tasks with a strong attention to detail
* An ability to work with a wide range of staff to achieve effective outcomes
* Strong work ethos
* Strong customer focus
* Good personal presentation
* Willingness to work in an overtly Christian environment and within an Anglican organisation
* Commitment to work with Youthworks mission
* Verified and Cleared Working With Children Check number for paid employment

**Desirable**

* Proven hospitality and/or customer service experience
* Hospitality related qualifications
* Personal Christian faith
* First aid qualifications

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| **Acknowledgement** | **Employee** | **Supervisor** |
| I understand and accept the responsibilities as outlined in this role description. | Signature:  Date: | Signature:  Date: |