



**JOB TITLE**            BAR & GAMING ATTENDANT  
**DATE**                    01/01/2024  
**REPORTS TO**            SECRETARY MANAGER, DUTY MANAGER, MANAGERS

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## JOB DESCRIPTION

### Purpose of role

Craft the perfect blend of hospitality and excitement! As a Bar and Gaming Attendant, you'll play a key role in creating a fun and responsible gaming environment. You'll provide friendly bar service to keep patrons refreshed, while also assisting them with gaming questions and ensuring adherence to gaming regulations.

### Main duties and responsibilities

#### Customer Service:

- Ensure a friendly and welcoming atmosphere for all guests.
- Provide prompt and efficient bar service, maintaining cleanliness and proper drink preparation.
- Address customer inquiries and requests politely and professionally.

#### Gaming Operations:

- Assist guests with gaming questions and troubleshoot basic gaming issues.
- Enforce gaming regulations to ensure responsible play and adherence to age restrictions.
- Maintain a safe and secure gaming environment by monitoring activity and reporting any suspicious behaviour.

#### Additional Objectives:

- Participate in maintaining a clean and organized bar and gaming area.
- Replenish stock and supplies as needed.
- Report any equipment malfunctions or safety hazards.
- Attend training sessions to stay updated on gaming regulations and responsible service practices.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

### Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

- Qualifications**
- Current Responsible Service of Alcohol (RSA Card)
  - Current Responsible Conduct of Gambling (RCG) Card
- Experience**
- Gaming Experience is highly regarded, especially in operation of TAB, KENO & Gaming Machines & Systems.
  - Experience in a bar is also highly regarded, however for the right applicant we can provide training for any areas that you identify.
- Skills & competencies**
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
  - **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
  - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
  - **Commerciality:** ability to apply knowledge in a practical, commercial manner.
  - **Teamwork:** willingness to assist and support others as required and get on with team members.
  - **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.
- Personal attributes**
- Professional approach.
  - Ability to work under pressure.
  - Organisational and time management skills.
  - Excellent attention to detail.
  - Confident manner.
  - Positive approach to change.
- Other**
- All staff are required to attend a Monthly Staff meeting (paid) and may be required to attend training sessions from time to time

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.