



We are looking for a professional and friendly Wait Staff to join our team! Your main goal in this position should be to ensure the highest level of clients' satisfaction and provide an outstanding customer experience.

**Job title: Wait Staff**

**Reports to: Food Division Manager**

**Job description:**

At Outback Pioneers you will help create the Outback Pioneers experience. You will need to be hands-on and organized, with a good eye for detail and always striving for the best product to deliver to the guest.

The role covers barista and wait assistance needs including:

- a café (currently coffee, cakes and lunches but potential to extend to breakfasts and dinners),
- group catering (primarily lunches or dinners for tour groups, conferences or school groups)
- Buffet Breakfasts and Evening Dining Experiences

**Main responsibilities and activities:**

- Prepare and serve hot or cold beverages
- Barista skills to our café standards
- Customer service of excellent standard
- Operation of POS
- Responsible for morning and afternoon checklists
- Preparation and presentation of menu items
- Responsible for equipment cleaning procedures
- Processing of supplier invoices if required
- Implementation of Food Safety Program
- Take orders from guests for food or beverages, close sale and finalize payment
- Write guests' food orders on order slips, memorize orders and enter orders into computers for transmittal to kitchen staff
- Serve food or beverages to guests and prepare or serve specialty dishes at tables as required
- Present menus to guests and answer questions about menu items, making recommendations to achieve full guest satisfaction
- Clean tables or counters after guests have finished dining
- Inform guests of daily specials
- Prepare tables for meals, including setting up items such as linens, silverware and glassware as required
- Remove dishes and glasses from tables or counters and cleaning of dishes in the kitchen
- Answering phones to take reservations or take away orders, and by greeting, seating and thanking guests.
- Provide guests with information about local areas, including giving directions.
- Talk with visiting guests about their Longreach activities and if necessary 'sell them Outback Pioneers'.
- Organize monthly birthday party for staff

**OUTBACK PIONEER HOLIDAYS AND EXPERIENCES | KINNON & CO OUTBACK ACCOMMODATION**

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P +61 7 4658 1776 [reservations@outbackpioneers.com.au](mailto:reservations@outbackpioneers.com.au) [outbackpioneers.com.au](http://outbackpioneers.com.au)

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**Core competencies:**

- Organizational skills
- Excellent time management
- Professional
- Positive and energetic
- Exceptional hospitality skills
- Strong communication and people handling skills
- Able to work clearly within systems and guidelines

**Working hours:**

Your working hours and shifts will vary according to the needs of the job.

We are a busy team and we appreciate your flexibility to sometimes lend a hand outside of normal hours.

**Remuneration**

Hospitality Award wages according skill level.

*We can assist with finding affordable accommodation in Longreach.*

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