

# Role Descriptions

This document provide a description for each of the roles offered by Octopus Hospitality. Please reach this if you are unsure about any of the roles offered by Octopus.

## Front of House (FoH) Roles

**Bar Attendant** - Prepare drinks according to skillset as per below:

- › **Cocktail Bar Attendant** - Prepare cocktails as required, serve customers at the bar, serve/prepare alcoholic beverages.
- › **Dispense Bar Attendant** - Prepare drinks as per incoming dockets and waiter orders. No customer interaction.
- › **Regular Bar Attendant** - Basic sprits, Serve/prepare alcoholic Beverages, Serve customers,
- › **Retail Bar Attendant** - Cashiering skills, Customer service, main duties crack and serve canned drinks, Open cans and serve to customers, put drinks into plastic cups depending on location.

**Runner (Food/Beverage)** - Run drinks or food orders to other waiter(s). Pick up and drop off plates.

**Stacker** - Restock Drinks/Ice. Collection of used glasses as needed.

**A la carte Waiter** - Take orders at the table and deliver meals received from runner. Waiters remain in their section allowing them to concentrate on their guests.

**Food and Beverage Attendant** - Smaller restaurants take the order at the table and also deliver the meals to the tables (no food runners).

**Head Waiter** - Looks after a maximum of 30 guests. Have a waiter working under them. Responsibility for taking the food orders and action the timings. Do not leave the floor and responsible for cashiering and payment at the end of the day.

**Retail Outlets (Food/Can Bars)** - Customer service, and cashiering skills. Mainly serving sandwiches & pies.

**Barista** - Prepare a range of hot beverages in bulk and at high volume. Required to stay at the coffee station.

## Back of House (BoH) Roles

**Chef** – Need a strong understanding of dietary needs. Must be able to prepare and cook a wide range of food. Able to follow and implement HACCP processes.

**Canteen Assistant (CA)** - Provide food and beverage service in a wide range of venues. Generally prepare basic foods and beverages, serving customers and perform a range of cleaning duties.

**Food Service Assistant (FSA)** - Employed by hospital and nursing home sites to provide meal services to patients or residents.

**Kitchen Hand (KH)** - Generally assist cooking staff in the kitchen. Usually perform duties such as dishwashing, pot washing, sweeping and mopping floors, disposing of rubbish and handling raw and cooked food.