



Position: Hospitality Host
Reports to: Hospitality Manager

The Business

Outback Aussie Tours (OAT) is a locally family-owned business based in Longreach operating for 35 years.

Outback Aussie Tours offers a variety of tourism experiences including extended touring adventures, our signature river cruises on the Thomson River, dinners, functions, and events in Longreach and in 2023 our new Outback Rail Adventure.

The Role

This position is a key part of the Hospitality Team, and you will be responsible for the host duties on our heritage 2000 class Rail Motors, MV Explorer and Smithy's Camp.

Your effective organised approach to this important area of our business will contribute to our positive and productive team environment to provide a memorable outback experience.

Key Responsibilities

- Organise for food and drinks to be on Railmotors and boat prior to the departure of hosted excursions.
- Greet guests arriving and boarding any of the OAT hospitality experiences.
- Carry out all host duties where applicable including serving nibbles, bar and food service and assisting with morning tea including tea and coffee at the Darr River Smoko site.
- As Camp host you will be supervisor for the camp.
- Provide an exceptional service focus and commitment to customers.
- Clean up and pack down at the end of each shift as required.
- In an environment of constant change, stay abreast of all products and services offered by Outback Aussie Tours for cross selling of guest experiences.
- Liaise with the Fleet Officer/Hospitality Manager/Rail Motor Drivers where necessary.
- Ensure the responsible service of alcohol.
- Ensure a team culture of positivity and inclusiveness and highlight any concerns
- Perform all duties and tasks in accordance with OAT's WH&S Policy
- Any other duties assigned to you by the Hospitality Manager
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Key Requirements:

- Demonstrated verbal communication and interpersonal skills
- Demonstrated organisational and time management skills
- The desire and ability to maintain a high standard of quality of customer service
- The ability to work cooperatively within the team
- Ability to problem solve, perform consistently and coordinate tasks simultaneously

- Queensland Responsible Service of Alcohol (RSA) or ability to quickly acquire.
- Ability to acquire a SARC (Safely Accessing the Rail Corridor) qualification.
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Desirable skills:

- Previous experience in hospitality
- Previous experience in the tourism industry
- Cash handling and POS experience
- Drivers Licence
- Responsible Service of Alcohol
- Knowledge of Outback Queensland