

Position Description	
<b>Position</b>	Hospitality Host
<b>Reports To</b>	Hospitality Manager/Head Chef

### **The Business**

Outback Aussie Tours is an award-winning tour company based in Longreach Queensland, operating for 38 years. We offer river and rail tours in and around Longreach including our signature Smithy's Outback Dinner and Show. We operate guided overland 4WD coach tours throughout Outback Queensland as well as tailored bus charters for special interest groups.

### **The Role**

This position is a key part of the Hospitality team and will be responsible for the host duties across our River and Rail tours and at Smithy's Outback Dinner and Show. In addition to this, they will maintain/promote and build on the standard of customer service that Outback Aussie Tours has proudly been nationally recognised for.

### **Key Responsibilities**

- Organise for the delivery of food and ensure drinks are stocked on the rail motors and boat prior to the departure of these experiences.
- Greet and onboard guests arriving for River and Rail hosted experiences.
- Carry out all host duties where applicable including escorting guests to their table, serving nibbles/canapes, and bar and food service
- Assisting with morning tea at the Darr River smoko site. This will involve collecting food/equipment and driving out to site to set up and host morning tea for guests on the arrival of the Rail Motors.
- As Camp Host you will be supervisor for Smithy's Outback Dinner and Show and responsible for the smooth operation of the night including camp set up, stocking the bar, and supporting the Chef and team.
- Have an exceptional guest service focus and commitment including dealing with challenging guests.
- Clean up and pack down at the end of each shift as required.
- Maintain in depth knowledge of all experiences and services offered by Outback Aussie Tours for cross selling of guest experiences.
- Ensure the responsible service of alcohol.
- Ensure a team culture of positivity and inclusiveness and highlight any concerns.
- Work with and under the direction of a variety of team members including the Skipper, Bus Driver, Head Chef, Rail Motor Driver and Driver Assistant, Hospitality Manager and Entertainer.
- Perform all duties and tasks in accordance with OAT's WHS Policy
- Any other duties assigned to you by the Hospitality Manager

**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 customer service
- The ability to work cooperatively within the team
- Ability to problem solve, perform consistently and coordinate tasks simultaneously

**On the Job:**

- Able to commit to the full 2025 season; April to October
- Approximately 3 – 5 days per week

**Qualifications Required:**

- 'C' class license
- First Aid and CPR Certificate (current for the entire 2025 season)
- Queensland Responsible Service of Alcohol (RSA)