

JOB DESCRIPTION

POSITION TITLE	Front of House Supervisor
REPORTING TO	Managing Directors
POSITION REQUIRMENTS	<ul style="list-style-type: none">• 5 day per week restaurant/bar operation (Tuesday to Saturday)• Have current RSA certificate and keep it up to date at all times

KEY RESPONSIBILITIES

- Manage all front of house daily operations when on shift, ensuring Eltons service standards are maintained at all times, according to agreed standards set by directors
- Assist in training of all front of house staff at bar and floor
- Ensure beverage and meal quality and consistency control
- Daily checking of all stock levels, including beer, gas and post mix syrup and ordering in advance to ensure adequate supplies
- Assisting with selection of new products and offerings within the bar and overall venue
- Assist with monthly stocktake and monitoring of waste management
- Help directors meet agreed wage cost targets by minimising staff hours
- Maintaining venue presentation cleanliness, hygiene and training staff of this importance
- Maintaining and developing high standards of OH&S within the front of house team
- Creating sound relationships with back of house team
- Maintain front of house equipment and plant in good condition, and notifying directors of any urgent maintenance issues immediately
- Assisting with promotional events, development and management
- Assisting with function operations and securing function bookings in conjunction and approval of the directors
- Industry research and keeping up to date with knowledge of trends and changes
- Provide regular feedback to all staff and constantly monitor their progress, ensuring standards are being maintained. Offer additional training in areas that may be required
- Manage all aspects of OH&S compliance front of house
- Lead by example in everything you do
- Analyse all aspects of the front of house operation as the venue grows & changes. Monitor each team members performance to ensure continuous professionalism and improvements are being achieved where needed
- Monthly reporting of all menu items (food & beverage), evaluating their popularity and worth
- Report all hazards to the managing directors and proactively monitor the workplace for potential risks
- Ensuring all staff comply with Code of Conduct and House Rules
- Reporting any incidents or near misses to the managing directors. Writing incident reports and keeping details on file