

FOOD AND BEVERAGE SUPERVISOR

Position Description

The Business Unit

The Customer Experience Pillar ensures that Arts Centre Melbourne places the customer first by creating and delivering experiences of unique value. The team is accountable for delivering an integrated end-to-end customer journey that provides a remarkable experience each and every time. We deliver success in our customer focused business functions of Front of House, Ticketing, Marketing, Food & Beverage, Strategic Communications, Car Park, Retail and Guided Tours. We are the largest team in the organisation with over 450 people. The Food and Beverage team sits within the Operations Pillar and is responsible for the service and delivery of all food and beverage related activity in Arts Centre Melbourne including the Theatres building, Hamer Hall and Sidney Myer Music Bowl.

The Role

The position will lead the day-to-day business activities of the relevant outlet, ensuring high customer service levels and revenue generation.

Type	Full Time Fixed Term
Reports to	Senior Outlet Manager
Direct Reports	Team Leaders & Casual Attendants
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 2.2
Key Relationships	<i>Internal:</i> All ACM departments particularly Food & Beverage, Visitor Experience, Marketing, Finance and Facilities Management. <i>External:</i> Customer, suppliers
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Food and Beverage Employee under the ACM Enterprise Agreement 2018 Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification) You will hold a current Responsible Service of Alcohol Certificate
Last Reviewed	August 2019

KEY CRITERIA

Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

Your qualifications and experience

- Experience in effectively leading the performance of a team in a fast service café environment
- Experience as an F&B attendant in a team environment
- Experience and knowledge of food handling standards and OHS compliance
- Experience in the delivery of customer service excellence
- Experience in cash management
- Current RSA Certificate

Your skills and attributes

- Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.

In the role you will

Accountabilities:

- Ensure effective and efficient service to customers
- In collaboration with the Senior Outlet Manager identify new products and services that positively drive revenue and improve customer service and interaction
- In collaboration with the Senior Outlet Manager supervise and motivate team members
- Continually develop skills and competencies to increase capability as an effective leader
- Foster effective communication and cooperation amongst staff to create a harmonious culture
- Monitor the performance of team members and when required coach and counsel team members in line with established guidelines and procedures
- Train team members in food safety policies and procedures
- Ensure food safety policies and procedures are maintained and items are presented in an appealing manner to customers, clearly ticketed and fresh
- Ensure food safety logs are up to date and food/beverage is stored appropriately
- Identify training that will ensure streamlining of business operations
- Manage the financial aspects of daily accounting and reporting to ensure that standard operating procedures and audit guidelines are followed
- Manage escalated customer queries and complaints
- Maintain cleaning schedules and standards in accordance with the Arts Centre Melbourne's guidelines
- Ensure stock levels are maintained and orders are adjusted accordingly
- Operate POS register and effectively handle cash

Decision making:

- Under the broad direction and with collaboration of the Senior Outlet Manager, the incumbent will be required to manage rosters to effectively service the outlet and manage associated labour costs
- Timely and effective management of daily OH&S and Food Safety standards to meet compliance
- A moderate/high level of delegation and operating autonomy is required, and the ability to take tactical decisions within the scope of the assignment
- Decisions are to be made in the best interest of the venue and operations.

Systems:

- Operate POS register and effectively handle cash

Working environment/physical requirements:

- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018
- Ability to see in low light, walking and using stairs, standing for extended periods, manual handling/lifting

You demonstrate our values

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.