

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Food and Beverage Supervisor	LOCATION:	Hamilton Island
DIVISION:	Food and Beverage	DIRECT REPORTS:	Outlet staff (up to 15)
REPORTS TO:	Restaurant/Outlet Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	January 2012		

JOB PURPOSE

Assists the outlet management in ensuring a high standard of food and beverage service is provided in an enthusiastic and friendly manner in accordance with the service policy and standards to ensure guest satisfaction at all times

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Supervises the operation of the outlet and coordinates service to achieve consistency and a high level of guest satisfaction
- Responds to guest enquiries, requests and complaints in a prompt and courteous manner. Takes responsibility to ensure maximum guest satisfaction at all times
- Performs opening and closing duties as required
- Assists outlet management and Workplace Trainer with staff training
- Does not leave the allocated station unattended without advising the immediate supervisor
- Perform cashiering function in accordance with Standard Operating Procedures including Point of Sale (POS) data entry. Ensures all cashiering discrepancies are reported to the Manager with a detailed explanation
- Consistently develop and improve your product knowledge within the department to ensure you are able to take advantage of opportunities for up selling and suggestive selling
- Attend meetings, training and other duties as directed by the departmental manager

EXPERIENCE & QUALIFICATIONS

- Certificate III in Hospitality Operations, or equivalent (Essential)
- Demonstrate thorough knowledge and skill set according to the style of the specified outlet (Essential)
- Previous use of Microsoft Word, Excel or equivalent (Essential)
- Previous supervisory experience with a restaurant environment (Essential)
- International experience (Desirable)

PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Leadership skills
- Motivating attitude
- Ability to work well under pressure
- Reliable and flexible in terms of shifts and rosters

KEY WORKING RELATIONSHIPS

- Food and Beverage Department
- Guests of Hamilton Island
- HIE Executive Team and Stakeholders