



Job Description

Position:	Food and Beverage Supervisor
Department:	Functions and Bistro
Outlet:	Functions & Bistro
Report to:	General Manager

Basic Function

To Supervise the Food and Beverage facilities by administering all phases of the operation ensuring the daily set up and running of the facilities in accordance with the perceived business, providing exceptional service and maintaining outlet profitability. To supervise the opening and closing down of the park each day.

Responsibilities:

1. Ensure that all food and beverage standards and procedures are followed
2. Ensures the satisfaction of our guest expectations, where possible anticipating their expectations and exceeding them.
3. Is responsible for the correct receiving and filing of all relevant information in an organised manner.
4. Communicates with the event organisers or Bistro patrons throughout their event to ensure its success
5. Communicate with the General Manager, Function and Events manager and kitchen team regarding service times, service issues and guest information.
6. Responsible for ensuring the function room and bistro are set too standard before, during and after service times.
7. Maintain a harmonious relationship with members of staff in all departments.
8. In conjunction with the General managers responsible for the ongoing training, development and team motivation.
9. Participate in the planning and conducting of theoretical and on-the-job training.
10. Responsible for the storage and maintenance of the departments operating and technical equipment.
11. Open/closing of the food and beverage facilities, completing all daily administration requirements.
12. Ensure that staff grooming and presentation is of the highest standard at all times.
13. Carry out pre-shift briefing sessions and ensure a high product and service knowledge within the outlet, through consistent training and evaluation.
14. Closely monitors the quality of food and beverage services to ensure a consistently high standard.
15. Handles all guest complaints promptly and diplomatically, and bring all complaints to the attention of the General Manager.
16. Assists in maintaining a high level of cleanliness in the work area, and takes care with all outlet equipment and materials, liaising where necessary with the kitchen.
17. Have a sound working knowledge of the OH&S guidelines and ensure that staff follow these standards.

18. Responsible for outlet keys and floats once they have been signed out in their name from the administration office.
19. Understands and has a proficient working knowledge of the banqueting charging system and ensures correct charges are posted on a daily basis.
20. Understand and have a proficient working knowledge of all procedures relating to the movement of monies and beginning/end of day point of sale procedures.
21. Allocates duties to all service staff and assigns side duties as required.
22. Ensures that the outlet carries adequate food and beverage par stocks, for the given service period.
23. Is fully aware of guest movements around the property, in particular, tour groups, functions and VIP movements.
24. Attend all training sessions and meetings as directed by the general manager.
25. Any other duties as requested by the general manager due to business demands.

General:

1. Takes extreme care with personal grooming in order to maintain a consistently high level of professional appearance.
2. Punctual, efficient and courteous at all times with guests and fellow employees alike.
3. Always attentive to guests, ensuring that their needs and expectations are exceeded.
4. Annual leave is only available on approval by the General Manager and is subject to the business demands of SkyHigh Mount Dandenong.
5. Understand and demonstrate safe working practices in accordance with OH&S guidelines.

I hereby certify that I have read my job description breakdown and understand my responsibilities as outlined and agree my duties are not limited to and may be subject to change.

Name: _____ Signature: _____ Date: _____