

Restaurant Supervisor

Position Details

Occupation: Restaurant Supervisor (Equivalent to ANZSCO Skill Level 3)

6-digit Code: 070499

Reports to: Restaurant Manager

Position Description: The role of Restaurant Supervisor is to supervise, coordinate and train food and beverage staff and ensure a high level of customer service is delivered to guests.

Main Duties and Tasks:

- Supervision, training and coordination of food and beverage employees
- Holding keys for the security of gaming, bar and bottle shop areas
- Entry/supervision of entries in accounting records required to be kept and maintained under the relevant industry standards
- Responsibility for gaming conduct and internal parts of machines
- Attendance/operation of a gaming machine terminal
- Arranging of remedial repairs to gaming equipment
- Confers with managers to coordinate activities with other establishment sections
- Preparing displays and presenting stock, including specials
- Organising the cleaning bar areas, glasses and equipment
- Preparing and mixing a range of sophisticated drinks
- Taking reservations, greeting and seating guests
- Maintain stock control
- Practicing proper workplace health and safety procedures
- Communicate effectively with customers and fellow staff
- Monitoring staff rosters, performance and resolving any grievances
- Respond to customer requests in a professional and timely manner
- Promote the employer's services and facilities to the customers when appropriate
- Assist in maintaining customer services standards set by the employer
- Ensure that work area complies with the highest standards of cleanliness
- Ensure that customers are served in a professional and diligent manner
- Other incidental and peripheral duties as requested by the employer