

**OCCUPATION: CAFÉ OR RESTAURANT SUPERVISOR (EQUIVALENT TO ANZSCO SKILL LEVEL 3)**

**Reports to:** Café or Restaurant Manager

**6-digit Code:** 070499

**Position Description:** The position is within a food and beverage premises (café or restaurant) that may or may not be licensed to serve alcohol, or larger business with a food and beverage division. The position reports to a manager, such as a hotel duty manager, restaurant manager, café manager or similar manager (including owner-manager) depending on the scale of the business. The role of Café or Restaurant Supervisor is to supervise, coordinate and train food and beverage staff and ensure a high level of customer service is delivered to guests. The position is responsible for ensuring customers are served in a professional and timely manner, including exercising patron care. The role is responsible for supervising one or more other café or restaurant staff at any one time and for training staff at a lower level.

**Main Duties and Tasks:**

- supervision, training and coordination of food and beverage employees
- monitoring staff rosters, performance and resolving any grievances
- preparing displays and presenting stock, including specials
- taking reservations, greeting and seating guests
- maintain stock control
- practicing proper workplace health and safety procedures
- communicate effectively with customers and fellow staff
- 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
- organising the cleaning bar areas, glasses and equipment
- preparing and mixing a range of sophisticated drinks
- confer with managers to coordinate activities with other establishment sections
- other incidental and peripheral duties as requested by the employer

**And,** where the premises include gaming facilities, may include:

- holding keys for the security of gaming, bar and bottle shop areas (if premises is licensed)
- 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.