

OCCUPATION: Café or Restaurant Supervisor (Equivalent to ANZSCO Skill Level 3)

Reports to: Café or Restaurant Manager **6-digit Code:** 070499 **29 March 2022**

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 a larger business (hotel, or motel, or resort, or lodge, or mining camp) 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. Depending on the scale of the business, the position may be responsible for individual shifts.

Main duties and tasks include:

- 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
- maintaining stock control
- practicing proper workplace health and safety procedures
- communicating effectively with customers and fellow staff
- responding to customer requests in a professional and timely manner
- promoting the employer's services and facilities to the customers when appropriate
- assisting with maintaining customer service standards set by the employer
- ensuring that work areas comply with the highest standards of cleanliness
- ensuring that customers are served in a professional and diligent manner
- organising the cleaning of bar areas, glasses and equipment
- preparing and mixing a range of sophisticated drinks
- conferring with managers to coordinate activities with other establishment sections
- other relevant incidental and peripheral duties as requested by the employer

Skills, qualifications and experience

- The skills, qualifications and experience as described in **Category 6** in the EK DAMA Information Guide.