

# CITY RECITAL HALL

## POSITION DESCRIPTION

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<b>Position Title:</b>	Senior Food and Beverage Supervisor
<b>Reporting to:</b>	Front of House Manager
<b>Direct Reports:</b>	Casual FOH Supervisors, Casual Front of House Attendants
<b>Term:</b>	Full Time (38 hours per week, flexible roster including evenings and weekends) 2 year fixed-term contract

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### PRIMARY PURPOSE OF THE ROLE

Under the direction of the Front of House Manager, the Senior Food & Beverage Supervisor oversees the day-to-day food and beverage operations across the venue to ensure optimal efficiency and effectiveness of the operation. The role is focussed on meeting audience expectations, enhancing the profile of the venue, driving sales growth, and maintaining and/or exceeding revenue targets. The Supervisor works closely with the Duty Manager to ensure all events are delivered smoothly with a seamless audience experience.

### KEY ACCOUNTABILITIES

#### 1. Front of House Management – Team

- Lead by example to develop a positive team culture focused on excellent service delivery at all levels.
- With the Front of House Manager, provide supervision of Front of House Bar Supervisors and Attendants in appropriate food and beverage knowledge and service.
- Assist the Front of House Manager to recruit, induct, train and manage casual Front of House Bar staff within company guidelines.
- Assist with rostering and timesheet sign-off for Front of House Bar staff.
- Perform other related duties as required to ensure the smooth running and excellent customer service delivery of Front of House activities.

#### 2. Front of House Management – Customer Service

- Supervise Food and Beverage operations across the venue, in line with required business operating processes and customer service standards.
- Supervise and resolve food and beverage issues including complaints and incidents, in the first instance where possible.
- Have strong knowledge of City Recital Hall and the performances and events at the

- venue to respond to patron questions.
- On occasion, as required by the Front of House Manager, act as Duty Manager in supervising the Front of House Ushering team.

**Front of House Management – Resources**

- Ensure Bars, Dry Store, Cool Room, Function Room Servery and other ancillary service areas are clean, stocked and presentable at all times.
- Oversee accurate cash handling by Front of House Bar staff.
- Complete daily cash reconciliation and reporting activities, balance the cash safe, refloat of tills and ensure safe cash handing procedures are followed and enforced.
- Assist the Front of House Manager with ordering, receiving goods, inventory management and stocktake. Carefully manage food and beverage stock levels to minimise wastage.
- Ensure equipment is kept in working order and maintained or serviced as required.

**3. Workplace Health and Safety**

- Ensure all staff, patrons and hirers observe statutory regulations within the venue, by enforcing the Responsible Service of Alcohol and Liquor License conditions as required.
- Ensure all relevant Workplace Health and Safety regulations are adhered to within the Front of House facilities and best industry practice is applied appropriately.
- Undertake regular in-house training sessions as a Fire Warden.
- Implement and maintain procedures for the safety and security of patrons, staff and the venue.
- Provide WHS inductions to function contractors as required.
- Operate venue equipment under venue operational and safety guidelines.
- Report any Workplace Health and Safety concerns to the Front of House Manager and/or WHS Committee.

**KEY CHALLENGES**

- Effectively manage food & beverage operations that are delivered primarily by a large team of casual staff.
- Maintain and develop sales growth from food & beverage offerings.
- Maintain and grow profit margins.
- Assist in the preparation of accurate and timely reports, including monthly food and beverage stocktake and revenue and expense reports.
- Balance delivery of customer service standards and customer expectations with professional conflict resolution techniques in dispute situations.

**KEY RELATIONSHIPS**

Who	Why
<p><b>Internal</b></p> <p>Front of House Manager</p>	<p>Assist Front of House Manager to monitor and ensure profitability margins are maintained and enhanced for all Front of House sales, and provide revenue and expense reports as required.</p> <p>Develop strategies to foster a positive team culture focused on excellent service delivery at all levels.</p> <p>Develop standards for the delivery of courteous, friendly, flexible and professional customer service to patrons, clients and all users of the facility.</p> <p>Develop and implement catering guidelines and maintain excellent pool of preferred caterers.</p>

	Input into bar staff rostering to ensure maximum efficiency and return from delivery of F&B operations.
Duty Manager	Assist with the delivery of events & liaise in areas of joint responsibility
Bar and Function Supervisors, Front of House Attendants	Train and mentor supervisors & staff to deliver excellent customer service. Train, assist and supervise the FOH Bar Attendants to achieve customer service and revenue goals, as well as to maintain hygiene and cleanliness standards and uphold Workplace Health and Safety obligations.
Concert and Event team	Follow instructions of the Concert and Event team as per the Event Worksheet
<b>External</b>	
Catering and other Front of House suppliers and vendors	Within procurement guidelines, order bar stock and catering consumables

## DELEGATED AUTHORITY

- Works within defined budget, customer service and safety standard operating procedures to ensure the safe and comfortable front of house customer experience for patrons.
- Within procurement guidelines, order bar and catering stock and consumables.
- Provides requisite training and performance feedback in line with organisation's customer service standards.
- Has broad scope to propose improvements to delivering improved levels of product and service delivery.

# **RECRUITMENT: POSITION PROFILE**

## **The Organisation**

City Recital Hall Limited, a not-for-profit company, produces, promotes, presents and facilitates a vibrant, enterprising, diverse and inclusive program of concerts and events each year at City Recital Hall.

The company produces and presents its own curated program of performances and events annually, and supports a regular client base including Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva, Pinchgut Opera, Vivid Sydney, Sydney Festival and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts and events presented by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

## **The role**

The Food & Beverage Manager oversees food and beverage operations across the venue to ensure optimal efficiency and effectiveness. The role is focussed on meeting audience expectations, enhancing the profile of the venue, driving sales growth, and maintaining and/or exceeding revenue targets.

The Food & Beverage Manager is a key front line position requiring exceptional communication and people management skills, excellent administrative skills, a thorough knowledge of food and beverage products, and a positive, customer-focused, co-operative, and calm manner.

The position requires a flexible approach to working hours, including evening and weekends.

## **SELECTION CRITERIA**

### **Essential**

1. At least 2 years' experience in hospitality and bar supervision.
2. An ability to work efficiently and calmly under pressure in a multi-task environment to ensure performance and event deadlines are met.
3. Demonstrated, exceptional customer service experience.
4. Well-honed interpersonal, negotiation and communication skills.
5. Demonstrated ability to lead a diverse team.
6. Excellent personal grooming and presentation.
7. Cash handling and reconciliation skills.
8. Regular availability during evenings and weekends.
9. Current NSW Responsible Service of Alcohol (RSA) photo competency card.
10. Working knowledge of Microsoft Office (Word, Excel and Outlook).
11. Current NSW Working with Children Check clearance for paid employment.
12. Current NSW Food Safety Supervisor (FSS) qualification.

### **Desirable**

13. Current First Aid Certificate.
14. Experience in the Performing Arts environment.