



Position description

Title:	Front of House Supervisor
Branch/Department:	Visitor experience - Commercial
Status:	Full Time / Part Time
Location:	Emerald – Lakeside Visitor Centre
Reports to:	Commercial Manager
Direct Reports:	Food & Beverage Front of House Team
Hours/Days of Work:	5 days in 7 as per agreed roster
Requirements:	<p>Current Victorian Working with Children Check (WWCC)</p> <p>Resolved National Criminal History Check and participation in periodic checks</p> <p>Completed a National Transport Commission Category 3 Health Assessment Medical</p>

Job Purpose

This position involves achieving business outcomes across Food and Beverage operations, providing a high standard of customer service, stock control, presentation and supervision of the Food and Beverage team across all locations at Puffing Billy Railway (PBR), with a key focus being on the food, beverage and meeting operations at Lakeside Visitor Centre, Emerald.

Key Duties & Responsibilities

- Provide daily supervision and direct staff to ensure tasks are performed effectively and efficiently and the team are engaged and proactive while on shift
- Help drive, motivate, and encourage Food & Beverage staff to achieve a high levels of customer service and reach sales targets
- Participate in the recruitment, training, mentoring, performance management and skill development of employees
- Maintain product knowledge of all food, drinks and wine lists in order to advise and make recommendations to guests
- Develop and manage rosters - ensuring all shifts are filled as per Award and employee agreements as well as reflecting the financial and service requirements of the business
- Ensure all service areas and equipment are kept clean and organised
- Ensure revenue for the shift is accurately accounted for, with cash/charge summary being completed to balance daily activities
- To develop a complete understanding of the overall operations of PBR's Food & Beverage outlets and work closely with management to ensure smooth and efficient service for visitors
- Completing and submitting invoices and all other paperwork in a timely manner.
- Effectively handle customer complaints, issues and questions
- Liaise with train and passenger operations and events team to co-ordinate pre booked functions and product offerings
- Manage Food and Workplace Safety and The Responsible Service of Alcohol and manage the team to ensure process, compliance, protocols and documentation is adhered to
- Conduct staff meetings and briefings as required



- Support the Commercial Manager to meet financial goals by analysing variances, cost of goods, pricing structures and staffing costs
- Maintain inventory, receive deliveries, ensure all items are in stock and the systems are updated
- Prepare, transfer and dispatch stock orders to all locations
- Make sure pricing is correct with margins achieved in conjunction with Kitchen
- Perform regular stock takes and reports from the stock system as required
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Maintain behaviours in line with company policies and always demonstrate leadership in behaviours to your team
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Other tasks and duties as requested

Key Competencies

- Proven experience in supervising food and beverage teams and organising rosters
- Coordination and planning skills
- Good verbal and written communication skills
- Efficient with use of time and resources
- Ability to work un-supervised and under pressure
- Ability to lead, motivate and empower a team & to lead by example
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Strong organisational skills, with ability to prioritise and follow-through
- Good computer skills including Microsoft suite – word, excel, outlook
- Focus on service excellence, exceeding internal and external customer expectations
- Cash and EFTPOS handling skills including basic accounting administration tasks

Qualifications & Experience Required

- Knowledge of the tourism and hospitality industry
- A minimum of 3 years' experience in a similar role, ideally managing function rooms or a multi outlet venues
- Current motor vehicle driver's licence (manual)
- Current Responsible Service of Alcohol certificate
- Experience in presentation and delivery of food items
- Current Food Supervisors Certificate
- Food Handlers Certificate
- Merchandising, data entry, stock control experience in a hospitality environment

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations
- Suppliers and vendors

Health & Safety

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:



- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to The Safety Team immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 9kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Standing and walking for extended periods of time • Responsibility for the safety of others

Additional Notes

- Weekends and public holiday work will be required on rostered basis
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing

Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee
 Name: _____
 Employee
 Signature: _____

Date: _____

Approved By:	Robert rabba	Date:	October 2024
Last Updated By:	Jane Foreman	Date:	October 2024



Puffing Billy Railway's staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!