

Position Description



The Women's College
within The University of Queensland
ready to lead

Position Title: Food and Beverage Supervisor
Type: Casual
Date: February 2023
Reporting To: Conference and Events Manager
Direct Reports: Functions Staff

Position Objective

The Food and Beverage supervisor provides the stewarding and front of house staff with a high level of support and guidance to ensure that all guidelines are met and that all customers, both internal and external are satisfied with the high-quality customer service provided.

Position requirements

- Responsible for the setup, break-down and service of functions.
- Provide clear directions to functions staff as necessary in order to deliver exceptional client service.
- Where required, assist in the preparation and presentation of food for the College to the highest standards within required time frames, in accordance with approved recipes, menus and set meal times.
- Adhere to current Food Safety legislation and at all times seek to maintain the College's food safety rating.
- Complete all shift cleaning tasks associated with the College dining areas including washing dishes, cleaning floors.
- Be professionally presented, punctual, organised, and trustworthy.
- Exemplary attention to detail, particularly in the setup and service of events.
- Effective time management skills.
- Have good communication skills, the ability to resolve conflict in a constructive manner, be able to solve problems and think-on-your-feet.
- Have a willingness to learn, accept constructive feedback, be able to follow reasonable requests and direction from your supervisor, and take initiative and make decisions when required to do so.
- Demonstrate a visible and active commitment to personal well-being; compliance with workplace policies and procedures for risk identification, risk assessment and risk control; continuously improving The Women's College health, safety and environmental performance; and activities associated with the management of workplace health and safety.
- Uphold the Mission, Vision and Values of the College and maintain a commitment to the College Code of Conduct at all times.
- Adhere to the processes and procedures set out in the HR Handbook.

Competencies required

- Minimum 2 years' experience in the service of food and beverages.
- Staff management experience.
- RSA Certification (Responsible Serving of Alcohol).

Key responsibilities / Performance measures

Cleaning

- Carry out function cleaning duties within kitchen environment to a high standard fulfilling all legislative requirements for Workplace Health and Safety (WHS) as requested by the shift supervisor.
- Assist in the cleaning and polishing of function cutlery, and glassware as directed by the function supervisor.

Events

- Hospitality professional with a minimum of 2 years' experience running and supervising functions.
- Ability to direct staff, manage rosters and keep across all details of functions.
- Sound food and beverage knowledge.
- Experience and knowledge in corporate events.
- Confident, great attitude and able to coordinate with chefs, managers, staff & clients.
- Experience in function and events set up as instructed by the Executive Chef and Events Manager.
- Be responsible for all function rooms to be presented to a high standard at all times. This includes checking prior to and after service, following the College standards and procedures.
- Responsible for keeping all function equipment clean and tidy and be well-stocked at all times.
- Ability to work in an organised and efficient manner to optimise service to our guests.
- Supervise and assist in the setup, break down and clearing of functions.
- Service of food and drinks (alcohol if required) following the approved shift standards and directions of the Events Manager.
- Participate in the completion of end of shift procedures.
- Follow all work procedures for the shift as directed by the Events Manager.

Safety

- Follow shift procedure use appropriate mats where provided.
- Report any breakages on the appropriate report form.
- All incidents and safety breaches to be recorded and reported in the required format.
- Report any maintenance issues on the appropriate form or to Conference and Events Manager.
- Treating all staff, residents and guests in a professional, friendly and respectful manner.

General

- Assist in stocktakes.
- All functions to be set up following approved shift procedures.
- Assist in the setting, breaking down and clearing of functions.
- Follow all work procedures for the shift set out in the shift procedures.
- Participate in the completion of the end of shift procedures.
- Other general duties.
- Carry out the reasonable direction of the Conference and Events Manager.

Key business relationships

- College residents, staff and guests
- Director of Operations
- Conference and Events Manager
- Executive Chef
- Head of Housekeeping
- Guests and staff with special dietary requirements

Authority level / Budget

- Supervisor
- Reporting to Conference and Events Manager

Other relevant facts about the position

- Be available when rostered to work
- Follow any reasonable directions

Acknowledgement

This position description has been designed to indicate the general nature and level of work performed by employees within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.