



Position Description

Position Title: Outlet Supervisor	Classification: Level C
Faculty/School/Office: Food & Beverage Department, Campus Life	Date Position Classified/Updated: November 2024

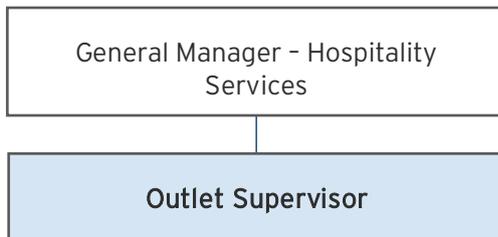
Purpose of the Position:

This role is responsible for supervising staff, guest service, food operations, restaurant upkeep and maintenance of shifts. You are responsible for the total operation and maintenance of your shift, ensuring food and beverage staff and stock at appropriate levels and hygiene standards are adhered too. You will assist in the development and implementation of service standards to ensure guest satisfaction remains a top priority.

By your contribution you will endeavour to make the restaurant, a venue for students and guests to enjoy professional effective service, great product selection and pleasant and safe surroundings and that that Bond University complies with State and Federal legislation for WH&S and Food Safety standards.

Reporting Relationship:

This position reports to the General Manager - Hospitality Services:



Selection Criteria:

- At least 2 years' experience in a supervisory position within an outlet environment
- Strong written and verbal communication skills to effectively engage with team members and customers
- Ability to manage multiple responsibilities and perform well under pressure
- Demonstrable Leadership skills with a commitment to fostering a collaborative team environment
- Excellent problem-solving abilities, with a proactive and creative approach to overcoming challenges Dedicated to delivering outstanding customer service and maintaining high service standards

Desirable Criteria:

- A passion for and commitment to delivering exceptional, pro-active guest service.
- Experience working independently and as part of an energetic team

Competency	Responsibility
Guest Service Standards	<ul style="list-style-type: none"> • Ensure all staff deliver exceptional service that is timely, efficient, friendly and meets the guests (internal and external) needs at all times • Recognise situations and potential problems, which may become difficult and report immediately to your supervisor aiming for minimal guest dissatisfaction. • Ensure all interactions with staff and guests are friendly, professional and courteous • Seek opportunities to enhance quality of service to staff and guests and to act on those opportunities in a timely manner by assisting management in the development and implementation of improvements to service procedures • Utilise strong time management skills to provide timely and efficient service, contributing to exceptional guest experience
Operational Performance	<ul style="list-style-type: none"> • Ensure steps are taken to run an efficient operation noting high and safe capacities, friendly guest service and overall excellence in food and beverage experience at all times • Proactively report all maintenance needs and incidents to relevant departments and managers to ensure minimal disruption to operations • Gather operational data, compile daily operation summaries and document maintenance issues • Identify and communicate potential hazards or safety concerns that may affect guests or staff, escalating issues to supervisors for prompt action • Manage and resolve workplace conflict issues within the team reporting and advising the General Manager - Hospitality Services • Respond efficiently to emergency situations and special circumstances involving equipment, staff and guests, maintaining operational continuity • Enforce and follow all company policies relating to safety, service, cleanliness, efficiency and presentation, contributing to the overall performance and development of the department • Ensure consistent adherence to Federal, State and Local regulations to food handling practices, responsible service of alcohol and Workplace Health and Safety • Ensure correct safe food and beverage handling procedures are adhered to and quality, quantity and correct service standards are maintained consistently • Ensure you and all staff deliver products in an efficient and timely manner to predetermined standards. Adhere to recognised service procedures to support total guest satisfaction • Perform "hands on" manual tasks daily, ensuring that operational goals are met efficiently and in accordance with pre-established performance standards • Adhere and Advise staff on recognised service procedures and policies to support total guest satisfaction
Financial Management	<ul style="list-style-type: none"> • Maintain information on department priorities and objectives and suggest, where appropriate, ways of reducing costs/time related activities • Ensure correct cash handling procedures and variance and anomalies are tracked and reported • Follow established stock control procedures to ensure par levels are determined and maintained, and minimal wastage is incurred • Correctly operate Point of Sale Units
Communication	<ul style="list-style-type: none"> • Promote clear and effective communication with the team and adherence to policies and procedures applying to the workplace and department specifics • Oversee and conduct staff performance appraisals

	<ul style="list-style-type: none"> • Participate in Food and Beverage meetings. • Address and resolve staff grievances and concerns. • Use interpersonal skills to foster teamwork and collaboration
Team Building	<ul style="list-style-type: none"> • Where necessary proactively escalate staff concerns to the General Manager - Hospitality Services, supporting effective conflict resolution and fostering a productive working environment • Provide effective coaching and counselling for team members • Demonstrate effective interpersonal skills promoting teamwork • Maximize opportunities to build team relationships and enhance communications • Suggest, where appropriate ways of building better communication within the department and throughout the University • Provide leadership, motivation and coaching to all staff in the following aspects <ul style="list-style-type: none"> ○ Guest service ○ Health, safety and cleanliness ○ Product knowledge ○ Equipment use and care ○ Financial awareness
Personal Development	<ul style="list-style-type: none"> • Actively engage in regular performance appraisals to foster continuous personal and professional growth. • Complete all Bond University F&B Department training courses relevant for the position
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes
Understanding of Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills
Understanding of WHS Responsibilities	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable)

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.