



**RESTAURANT
ASSOCIATION
OF NEW ZEALAND**



**MODEL JOB
DESCRIPTIONS FOR
THE RESTAURANT
INDUSTRY**

Thank you for ordering the Restaurant Association Job Description template handbook.

The Restaurant Association is pleased to provide you with this resource for creating position descriptions to help you hire the most qualified applicants for your operation.

This handbook provides generic position descriptions, which can be customised to reflect the specific tasks and responsibilities of the employees in your operation.

Job descriptions are intended to help an employer determine whether a person is qualified to perform a job. To assist you in making those determinations we have identified the attributes, experience and competencies that could be associated with the various positions.

The Association also has available a series of letters and guidelines associated with the employment process and we encourage you as an industry professional to use them.

These include:

- *Application for Employment*
- *Reference Checking*
- *Reference Checklist*
- *Rejection Forms*
- *Letter of Offer of Employment*
- *Welcome Letter*
- *Induction Process Checklist*



KITCHEN ROLES

EXECUTIVE CHEF / HEAD CHEF

REPORTS TO	General Manager / Owner
RESPONSIBLE FOR	All of the kitchen team Sous Chef Chef de Partie Pastry Chef Commis Chef Trainee / Apprentice Steward / Kitchenhand
POSSIBLE INTER-RELATIONSHIPS	Restaurant Manager / Front of House Supervisors Front of House staff Accounts department Function co-ordinator Suppliers ITO

PRIMARY FUNCTION

Develop and maintain the menu and recipes for the establishment. Oversee and direct all aspects of the kitchen operation. Ensure that the quality of all food presented to customers meets establishment standards—providing maximum quality whilst containing labour and food costs. Supervise and manage all kitchen employees.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the operation and organisation of all kitchen and food preparation areas in an establishment, or multiple sites.
- Set and manage budgets.
- Plan and produce menus to the establishment's standard.
- Write recipes and cost all dishes (up to date).
- Maintain food and labour costs to the establishment's requirements.
- Manage all kitchen staff - impart knowledge, skills and training to all kitchen staff to ensure high standards.
- Spot check dishes as they leave the kitchen for establishment quality, presentation and temperature.
- Manage staff rosters/staff records.
- Interview and recruit staff.
- Undertake staff appraisals and disciplinary action when required.
- Identify, develop and maintain establishment policies and procedures.
- Set policies and maintain standards for food safety in all food preparation areas.
- Set policies and maintain standards for health & safety at work in all food preparation areas.
- Ensure all equipment and work environments are operational.
- Arrange for equipment purchases and repairs.
- Order and maintain inventory to ensure efficient operations.
- Meet with suppliers.
- Uphold morale in the kitchen.
- Ensure relationship between kitchen and front of house staff is of a high standard.
- Manage kitchen meetings.
- Any other duties the employer may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- New Zealand Certificate (Level 4) in Cookery, or equivalent.
- A minimum of 5 years managing a kitchen.
- Food safety course within the past three years.
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Organisational and time management skills
- Wine and food matching skills

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Excellent communication skills (written and oral)
- Customer service skills
- Motivational and leadership skills
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change

SOUS CHEF

REPORTS TO

Executive Chef / Head Chef

RESPONSIBLE FOR

Chef de Partie
Pastry Chef
Commis Chef
Trainee / Apprentice
Steward / Kitchenhand

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator
ITO

PRIMARY FUNCTION

Assist the Executive Chef / Head Chef in the day to day running of an establishment's kitchen and assume responsibility in the absence of the Executive Chef / Head Chef. Maintain the operation and organisation of a designated part of the kitchen following the Executive Chef / Head Chef's guideline - providing maximum quality whilst containing labour and food costs.

DUTIES AND RESPONSIBILITIES

- Responsibility for the operation and organisation of a designated part of the kitchen.
- Assist the Executive Chef / Head Chef with menu planning as required.
- Ensure that recipes and proportions are strictly adhered to, to ensure consistency, quality and cost control.
- Impart knowledge, skills and training to kitchen staff to ensure high standards.
- Manage staff rosters in conjunction with the Executive Chef / Head Chef.
- Spot check dishes as they leave the kitchen for establishment quality, presentation and temperature.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Ensure all equipment and work environments are operational.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Order and maintain inventory to ensure efficient operations.
- Communicate with and support staff.
- Uphold morale in the kitchen.
- Ensure relationship between kitchen and front of house staff is of a high standard.
- Manage kitchen meetings in conjunction with the Executive Chef / Head Chef.
- Any other duties the Executive Chef / Head Chef may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- New Zealand Certificate (Level 4) in Cookery, or equivalent.
- A minimum of 2 years managing a kitchen.
- Food safety course within the past three years.
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Organisational and time management skills
- Wine and food matching skills

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Excellent communication skills (written and oral)
- Customer service skills
- Motivational and leadership skills
- Ability to delegate, give and receive instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

CHEF DE PARTIE

REPORTS TO

Executive Chef / Head Chef

INTER-RELATIONSHIPS

Sous Chef
Commis Chef
Trainee / Apprentice
Steward / Kitchenhand

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator

PRIMARY FUNCTION

To manage the operation of a designated section of the kitchen following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations.

DUTIES AND RESPONSIBILITIES

- Responsibility for the operation of a designated section of the kitchen.
- Ensure that recipes and proportions are strictly adhered to, to ensure consistency, quality and cost control.
- Perform food preparation tasks in the kitchen - assisting senior chefs to prepare stipulated menu items or ingredients for dishes.
- Impart knowledge and training to junior kitchen staff.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Ensure all equipment and work environments are operational.
- Inform the designated management if any hazards are identified that may affect work conditions.
- If requested order and maintain inventory to ensure efficient operations.
- Communicate with and support staff.
- Uphold morale in the kitchen.
- Maintain positive relationship between kitchen and front of house staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef or Sous Chef may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- New Zealand Certificate (Level 3 or 4) in Cookery, or equivalent.
- A minimum of 2 years working in a professional kitchen.
- Food safety course within the past three years.
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Time management skills

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Communication skills (written and oral)
- Customer service skills
- Ability to receive instructions
- Committed to team, establishment and excellence

- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

PASTRY CHEF

REPORTS TO

Executive Chef / Head Chef

INTER-RELATIONSHIPS

Sous Chef
Chef De Partie
Commis Chef
Trainee / Apprentice
Steward / Kitchenhand

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator
ITO

PRIMARY FUNCTION

To manage the operation of the pastry section of the kitchen following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations.

DUTIES AND RESPONSIBILITIES

- Responsibility for the operation of the pastry section of the kitchen - including desserts, breads and other baked goods.
- Liaise with the Executive Chef / Head Chef to develop the pastry dessert menu for the establishment.
- Ensure that recipes and proportions are strictly adhered to, to ensure consistency, quality and cost control.
- Impart knowledge and training of the pastry section to other kitchen staff.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Ensure all equipment and work environments are operational.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Order and maintain inventory for the pastry section to ensure efficient operations.
- Communicate with and support staff.
- Uphold morale in the kitchen.
- Maintain positive relationship between kitchen and front of house staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef or Sous Chef may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- New Zealand Certificate (Level 3 or 4) in Cookery, or equivalent.
- A minimum of 2 years working in a professional kitchen.
- Food safety course within the past three years.
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Time management skills

INTERPERSONAL & PERSONAL SKILLS

- Wide knowledge to pastry field concepts and practices
- Creativity
- Communication skills (written and oral)

- Customer service skills
- Ability to receive instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

BREAKFAST CHEF (CHEF DE PARTIE LEVEL)

REPORTS TO	Executive Chef / Head Chef
INTER-RELATIONSHIPS	Sous Chef Commis Chef Trainee / Apprentice Steward / Kitchenhand
POSSIBLE INTER-RELATIONSHIPS	Restaurant Manager / Front of House Supervisors Front of House staff Accounts department Function co-ordinator

PRIMARY FUNCTION

Produce breakfast menu items, following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations.

DUTIES AND RESPONSIBILITIES

- Responsibility for producing breakfast menu items.
- Ensure that recipes and proportions are strictly adhered to, to ensure consistency, quality and cost control.
- Impart knowledge and training to junior kitchen staff.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Ensure all equipment and work environments are operational.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Communicate with and support staff.
- Uphold morale in the kitchen.
- Maintain positive relationship between kitchen and front of house staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef or Sous Chef may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- New Zealand Certificate (Level 3 or 4) in Cookery, or equivalent.
- A minimum of 2 years working in a professional kitchen.
- Food safety course within the past three years.
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Time management skills

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Communication skills (written and oral)
- Customer service skills
- Ability to receive instructions

- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

COMMIS CHEF

REPORTS TO

Executive Chef / Head Chef

INTER-RELATIONSHIPS

Sous Chef
Chef De Partie
Trainee / Apprentice
Steward / Kitchenhand

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator

PRIMARY FUNCTION

To complete food preparation tasks and produce stipulated menu items related to an establishment's menu, following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations. Gain overall skills by working in different sections of the kitchen.

DUTIES AND RESPONSIBILITIES

- Perform basic food preparation tasks in the kitchen - assisting senior chefs to prepare stipulated menu items or ingredients for dishes.
- Ensure that recipes and proportions are strictly adhered to, to ensure consistency, quality and cost control.
- Receive deliveries and put away stock.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Communicate well with other staff.
- Maintain positive relationship between kitchen and front of house staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef, Sous Chef or Chef De Partie may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- Working towards a New Zealand Certificate (Level 3) in Cookery, or equivalent.
- Time management skills

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Ability to receive instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

APPRENTICE / STUDENT

REPORTS TO

Executive Chef / Head Chef

INTER-RELATIONSHIPS

Sous Chef
Chef De Partie
Commis Chef
Steward / Kitchenhand
ITO

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator

PRIMARY FUNCTION

To complete food preparation tasks and produce stipulated menu items related to an establishment's menu, following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations.

DUTIES AND RESPONSIBILITIES

- Perform basic food preparation tasks in the kitchen - assisting senior chefs to prepare stipulated menu items or ingredients for dishes.
- Gain knowledge of working as part of the kitchen team.
- Receive deliveries and put away stock.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Communicate well with other staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef, Sous Chef or Chef De Partie may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- Working towards a New Zealand Apprenticeship in Cookery

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Ability to receive instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change

KITCHENHAND

REPORTS TO

Executive Chef / Head Chef

INTER-RELATIONSHIPS

Sous Chef
Chef De Partie
Commis Chef
Steward / Kitchenhand

POSSIBLE INTER-RELATIONSHIPS

Restaurant Manager / Front of House Supervisors
Front of House staff
Accounts department
Function co-ordinator

PRIMARY FUNCTION

To complete food preparation tasks and produce stipulated menu items related to an establishment's menu, following the Executive Chef / Head Chef & Sous Chef's guideline - providing maximum quality in order to satisfy customer expectations.

DUTIES AND RESPONSIBILITIES

- Perform basic food preparation tasks in the kitchen - assisting senior chefs to prepare stipulated menu items or ingredients for dishes.
- Wash dishes and put away clean dishes as required.
- Ensure cleaning equipment is kept clean and orderly.
- Clean all kitchen surfaces, including floors and equipment.
- Take out rubbish.
- Receive deliveries and put away stock.
- Gain knowledge of working as part of the kitchen team.
- Follow set policies to maintain standards for food safety in all food preparation areas.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Communicate well with other staff.
- Attend kitchen meetings.
- Any other duties the Executive Chef / Head Chef, Sous Chef or Chef De Partie may reasonably require.

PREFERRED COMPETENCIES

INTERPERSONAL & PERSONAL SKILLS

- Creativity
- Ability to receive instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable and flexible to change



FRONT OF HOUSE ROLES

RESTAURANT MANAGER

REPORTS TO

General Manager / Owner

RESPONSIBLE FOR

All of the front of house team

Maitre D'
Wait staff
Bar Manager
Bar staff
Barista

POSSIBLE INTER-RELATIONSHIPS

Executive / Head Chef and other kitchen managers
Kitchen staff
Accounts department
Functions Manager / co-ordinator
Marketing Manager
Suppliers

PRIMARY FUNCTION

To plan, oversee and direct the operation of a restaurant / food & beverage department. Ensure the efficient management of the restaurant and maintain food, service and health and safety standards to the establishment's standards. Maintain the profitable business performance of the restaurant. Supervise and manage all restaurant service employees.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the profitable operation and organisation of the restaurant, including front of house and back of house.
- Set and manage budgets.
- Organise and supervise marketing and promotional activities.
- Manage all front of house staff - impart knowledge, skills and training to all front of house staff to ensure high standards.
- Manage staff rosters/staff records.
- Interview and recruit staff.
- Undertake staff appraisals and disciplinary action when required.
- Identify, develop and maintain establishment policies and procedures.
- Have extensive knowledge of local and international beverage trends.
- In conjunction with the Executive / Head Chef assist with the planning of the restaurant menus.
- Plan establishment beverage lists.
- Set policies and maintain standards for health & safety at work in all restaurant service areas, as well as kitchen areas (in conjunction with the Executive / Head chef and other kitchen managers).
- Ensure all equipment and work environments are operational.
- Arrange for equipment purchases and repairs.
- Order and maintain (non-food) inventory to ensure efficient operations.
- Meet with suppliers.
- Liaise with licensing authorities and other regulatory bodies as required.
- Set cash management procedures and ensure compliance to these procedures.
- Set customer reservation procedures and ensure staff adherence to these procedures.
- Ensure compliance with restaurant security procedures.

- Ensure compliance with the establishment's host responsibility practices and adherence to sale and supply of alcohol regulations.
- Ensure quality of food and beverage presentation.
- Interact with customers and inform on food and beverage options.
- Set procedures to ensure a high standard of customer service and customer satisfaction.
- Implement customer enquiry and complaints procedures and ensure all enquiries and complaints are handled promptly and efficiently.
- Uphold morale in the restaurant.
- Ensure relationship between front of house and kitchen staff is of a high standard.
- Manage restaurant front of house meetings.
- Prepare management reports on the sales and profitability of the business.
- Any other duties the employer may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Diploma in Hospitality Management (Level 5), or equivalent.
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- A minimum of 3 years management in a restaurant.
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Organisational and time management skills
- Outstanding knowledge of local and international food and beverage
- Wine and food matching skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- The ability to work independently and confidently to make decisions
- Problem-solving ability to resolve issues
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change

MAITRE D'

REPORTS TO

General Manager / Restaurant Manager

RESPONSIBLE FOR

Wait staff
Barista

POSSIBLE INTER-RELATIONSHIPS

Executive / Head Chef and other kitchen managers
Bar staff
Kitchen staff
Accounts department
Functions Manager / co-ordinator
Marketing Manager
Suppliers

PRIMARY FUNCTION

To oversee the service of food and beverages to all guests in a restaurant, hotel or other eating place. Supervise payment of guest bills, check reservations and greet all guests on arrival. Ensure the efficient management of the restaurant and maintain food, service and health and safety standards to the establishment's standards. Responsible for restaurant service employees in conjunction with the Restaurant Manager.

DUTIES AND RESPONSIBILITIES

- In conjunction with the Restaurant Manager, manage front of house staff - impart knowledge, skills and training to all front of house staff to ensure high standards.
- Identify, develop and maintain establishment policies and procedures.
- Receive and confirm reservations and ensure staff adherence to customer reservation procedures.
- Ensure the restaurant is correctly set up and clean before the operation opens for customers.
- Ensure the restaurant is correctly cleaned and re-set, as required, at the end of the day.
- Meet and greet customers and inform on food and beverage options.
- Liaise with kitchen staff to find out about specials and menu changes.
- Supervise and coordinate activities of front of house staff during a shift.
- Set procedures to ensure a high standard of customer service and customer satisfaction (in conjunction with the Restaurant Manager).
- Assist to manage staff rosters/staff records.
- Assist to undertake staff appraisals and disciplinary action when required.
- Have extensive knowledge of local and international beverage trends.
- Assist to plan establishment beverage lists.
- Set policies and maintain standards for health & safety at work in all restaurant service areas (in conjunction with the Restaurant Manager).
- Ensure all equipment and work environments in the restaurant service areas are operational.
- Arrange for equipment purchases and repairs, when required.
- Order and maintain (non-food) inventory to ensure efficient operations, when required.
- Meet with suppliers.
- Ensure compliance with cash management procedures.
- Ensure compliance with restaurant security procedures.
- Ensure compliance with the establishment's host responsibility practices and adherence to sale and supply of alcohol regulations.
- Ensure customer enquiry and complaints procedures are maintained and ensure all enquiries and complaints are handled promptly and efficiently.
- Inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.

- Uphold morale in the restaurant.
- Ensure relationship between front of house and kitchen staff is of a high standard.
- Assist with management of restaurant front of house meetings.
- Any other duties the employer or Restaurant Manager may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Certificate in Food and Beverage Service (Level 3 or 4)
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Organisational and time management skills
- Outstanding knowledge of local and international food and beverage
- Wine and food matching skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- Problem-solving ability to resolve issues
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude and outgoing personality
- Polite, friendly and helpful
- Ability to work competently under pressure
- Reliable & flexible to change

WAITER

REPORTS TO

Food & Beverage Manager / Restaurant Manager / Cafe Manager /
Maitre D' / Supervisor or delegated deputy

INTER-RELATIONSHIPS

Barista
Bar staff

POSSIBLE INTER-RELATIONSHIPS

Head Chef
Kitchen staff
Accounts department

PRIMARY FUNCTION

To accurately and completely take food and beverage orders, efficiently serve food and beverages to customers and attend to customers' needs. Process payments, if required. Ensure, under the guidance of the Maitre D', that a high and correct standard of service is maintained.

DUTIES AND RESPONSIBILITIES

- Take food and beverage orders, serve orders, answer questions and attend to customer requests.
- Maintain an up-to-date working knowledge of all menu items and daily specials.
- Use sales techniques to up-sell or add-on sell on menu items.
- Maintain a high standard of table service, using established food handling and serving techniques.
- Ensure that customers receive efficient and courteous service at all times.
- Have a good knowledge of local and international food and beverage.
- Carry out any requests by the Maitre D', Restaurant Manager / Supervisor.
- Work with bartenders to fill beverage orders
- Work with kitchen staff to process and expedite food orders.
- Ensure the restaurant is kept clean and tidy.
- Maintain and keep clean restaurant equipment, tables, crockery, cutlery and utensils.
- Ensure all food, beverage and non-consumables are accounted for and charged for.
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Be fully conversant with establishment standards, operations and services and carry out duties to these standards.
- Deal with customer complaints, queries with authority, or refer to supervisor.
- Attend to all customer queries and requests courteously and efficiently and to establishment standards.
- If requested, inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.
- Follow set policies to maintain standards for health & safety at work in all restaurant service areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Maintain positive relationship between kitchen and front of house staff.
- Attend staff meetings.

PREFERRED COMPETENCIES

TECHNICAL

- A minimum of 1 year working in a restaurant or cafe.
- Knowledge of POS systems
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- Numeracy skills

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Ability to work competently under pressure
- Ability to multi-task
- Organisational ability
- Ability to receive instructions
- Committed to team, establishment and excellence
- Customer service orientation
- Good communication skills (oral)
- Committed to team, establishment and excellence
- Reliable and flexible to change

SOMMELIER

REPORTS TO

Food & Beverage Manager / Restaurant Manager

INTER-RELATIONSHIPS

Maitre D' & Restaurant service staff
Function co-ordinator
Bar manager & Bar staff

POSSIBLE INTER-RELATIONSHIPS

Head Chef
Kitchen staff
Barista
Accounts department

PRIMARY FUNCTION

To manage the wine service in restaurants, wine bars, cafés and hotels. Advise customers on the wine selections (and other beverage, as required) available and take customer orders. In conjunction with Restaurant Manager and Executive / Head Chef compile the wine list for an establishment. Train staff and ensure that a high and correct standard of wine service is maintained.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for managing the wine service of of an establishment.
- Interact with customers and advise on wine options.
- Plan establishment wine lists.
- In conjunction with the Restaurant Manager, set and manage budgets for the wine list for an establishment and work to improve profits in order to meet financial targets.
- Order, receive and maintain wine stock.
- Meet with wine suppliers.
- Impart knowledge, skills and training to all front of house staff to ensure high standards of wine service.
- Have extensive knowledge of local and international wines (and other beverages as required).
- In conjunction with the Executive / Head Chef and Restaurant Manager assist with the planning of the restaurant menus for food and wine matching.
- Ensure all equipment and work environments are operational.
- Ensure compliance with the establishment's host responsibility practices and adherence to sale and supply of alcohol regulations.
- Set procedures to ensure a high standard of customer service and customer satisfaction with regards to the wine list.
- Ensure all customer enquiries regarding the wine list are handled promptly and efficiently.
- Follow set policies to maintain standards for health & safety at work in all restaurant service areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Uphold morale in the restaurant.
- Attend restaurant front of house meetings.
- Prepare management reports on wine sales.
- Any other duties the employer or Restaurant Manager may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Diploma in Hospitality Management (Level 5), or equivalent.
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- A minimum of 3 years management in a restaurant.
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Organisational and time management skills
- Outstanding knowledge of local and international wine
- Wine and food matching skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change

BAR MANAGER

REPORTS TO Food & Beverage Manager / Restaurant Manager / Cafe Manager / Supervisor or delegated deputy

INTER-RELATIONSHIPS Maitre D'
Barista
Bar staff

POSSIBLE INTER-RELATIONSHIPS Head Chef
Restaurant staff
Kitchen staff

PRIMARY FUNCTION

Oversee and direct all aspects of the bar operation in an establishment. Implement and maintain procedures for maximum operating efficiency. Ensure that the quality of all beverages presented to customers meets establishment standards. Supervise and manage bar staff.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the bar operation in an establishment.
- Oversee the preparation and presentation of beverages to meet set standards.
- Manage all bar staff - impart knowledge, skills and training to all bar staff to ensure high standards.
- Manage bar staff rosters/staff records, in conjunction with Restaurant Manager.
- Interview and recruit staff, in conjunction with Restaurant Manager.
- Undertake staff appraisals and disciplinary action when required.
- Identify, develop and maintain establishment policies and procedures.
- Have extensive knowledge of local and international beverage trends.
- Set policies and maintain standards for food safety in the bar area.
- Set policies and maintain standards for health & safety at work in the bar area.
- Ensure all bar equipment and work environments are clean and operational.
- Oversee the bar display to maximize functionality and attractiveness.
- Ensure appropriate stock levels are maintained.
- Prepare beverage lists.
- Order and maintain inventory to ensure efficient operations.
- Meet with alcohol and beverage suppliers.
- Organize promotional activities.
- Ensure adherence to cash management procedures by bar staff.
- Ensure relationship between bar staff and other front of house staff, as well as kitchen staff, is of a high standard.
- Uphold morale in the bar area.
- Manage meetings of bar staff and attend restaurant service meetings.
- Any other duties the Restaurant Manager may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Certificate in Food & Beverage Service (Level 4) or equivalent
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- Budgeting and costing skills

INTERPERSONAL & PERSONAL SKILLS

- Motivational and leadership skills
- Knowledge of employment agreements and employment law
- Ability to delegate and give instructions
- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Extensive alcohol and beverage knowledge
- Ability to work competently under pressure
- Ability to multi-task
- Organisational ability
- Customer service orientation
- Good communication skills (oral)
- Committed to team, establishment and excellence
- Reliable and flexible to change

BAR STAFF

REPORTS TO Food & Beverage Manager / Restaurant Manager / Cafe Manager /

INTER-RELATIONSHIPS Bar Manager
Maitre D'
Barista
Other bar staff

POSSIBLE INTER-RELATIONSHIPS Head Chef
Restaurant staff
Kitchen staff

PRIMARY FUNCTION

Prepare and serve beverages. Ensure that the quality of all beverages presented to customers meets establishment standards.

DUTIES AND RESPONSIBILITIES

- Receive, process and deliver drink orders.
- Process payment for drink orders.
- Prepare garnishes to meet set establishment standards.
- Maintain set establishment policies and procedures.
- Have knowledge of local and international beverage trends.
- Maintain standards for food safety in the bar area.
- Maintain standards for health & safety at work in the bar area.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Ensure the bar area is kept clean and tidy.
- Maintain and keep clean and operational bar equipment, glassware and utensils.
- Ensure all beverage consumables are accounted for and charged for.
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Maintain the bar display to maximize functionality and attractiveness.
- Ensure appropriate stock levels are maintained.
- Adhere to cash management procedures by bar staff.
- Ensure relationship between bar staff and other front of house staff, as well as kitchen staff, is of a high standard.
- Uphold morale in the bar area.
- Attend restaurant service meetings.
- Any other duties the Restaurant Manager or Bar Manager may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- A minimum of 1 year working in a restaurant or cafe.
- Knowledge of POS systems
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- Numeracy skills

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality

- Energetic attitude
- Ability to work competently under pressure
- Ability to multi-task
- Organisational ability
- Extensive alcohol and beverage knowledge
- Customer service orientation
- Good communication skills (oral)
- Ability to receive instructions
- Committed to team, establishment and excellence
- Reliable and flexible to change

BARISTA

REPORTS TO

Food & Beverage Manager / Restaurant Manager / Cafe Manager / Supervisor or delegated deputy

INTER-RELATIONSHIPS

Maitre D'
Wait staff
Other Front of House staff

POSSIBLE INTER-RELATIONSHIPS

Kitchen staff

PRIMARY FUNCTION

To prepare and present quality beverages according to standard recipes. To ensure, under the guidance of the Maitre D', that a high and correct standard of coffee service is maintained.

DUTIES AND RESPONSIBILITIES

- Prepare and present beverages according to established recipe and presentation standards.
- Maintain a high and correct standard of coffee and hot beverage service.
- Ensure that customers receive efficient and courteous service at all times.
- Have a good knowledge of coffee and coffee beverages.
- Carry out any requests by the Maitre D', Restaurant Manager / Supervisor.
- Ensure the barista area is kept clean and tidy.
- Maintain and keep clean the coffee machine, restaurant equipment, crockery, cutlery and utensils.
- Ensure all food, beverage & non-consumables are accounted for and charged for.
- Assist with stock control.
- Monitor and order inventory
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Be fully conversant with establishment standards, operations and services and carry out duties to these standards.
- Deal with customer complaints, queries with authority, or refer to supervisor.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Maintain positive relationship between kitchen and front of house staff.
- Be flexible in relation to working late night hours or additional hours other than standard opening times.
- Attend staff meetings.

PREFERRED COMPETENCIES

TECHNICAL

- Working knowledge of all forms of coffee and standard beverage recipes
- Experience using coffee making equipment

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Ability to work competently under pressure
- Organisational ability
- Customer service orientation

- Good communication skills
- Creativity
- Committed to team, establishment and excellence
- Reliable and flexible to change



CAFE ROLES

CAFE MANAGER

REPORTS TO

Cafe Owner

RESPONSIBLE FOR

All of the cafe team

Service staff
Kitchen staff
Bar staff (if applicable)
Barista

INTER-RELATIONSHIPS

Accounts department
Suppliers

PRIMARY FUNCTION

To plan, oversee and direct the operation of a cafe. Ensure the efficient management of the cafe and maintain food, service and health and safety standards to the establishment's standards. Maintain the profitable business performance of the cafe. Supervise and manage all cafe employees.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the profitable operation and organisation of the cafe, including front of house and back of house.
- Set and manage budgets.
- Organise and supervise marketing and promotional activities.
- Manage all staff - impart knowledge, skills and training to all staff to ensure high standards.
- Manage staff rosters/staff records.
- Interview and recruit staff.
- Undertake staff appraisals and disciplinary action when required.
- Identify, develop and maintain establishment policies and procedures.
- In conjunction with the Chef plan the cafe menus.
- Plan cafe beverage lists.
- Set policies and maintain standards for health & safety at work in all areas, as well as kitchen areas (in conjunction with the Chef).
- Ensure all equipment and work environments are operational.
- Arrange for equipment purchases and repairs.
- Order and maintain inventory to ensure efficient operations.
- Meet with suppliers.
- Liaise with licensing authorities (if the cafe has a liquor licence) and other regulatory bodies as required.
- Set cash management procedures and ensure compliance to these procedures.
- Ensure compliance with security procedures.
- Ensure compliance with the establishment's host responsibility practices and adherence to sale and supply of alcohol regulations, if applicable.
- Ensure quality of food and beverage presentation.
- Interact with customers.
- Set procedures to ensure a high standard of customer service and customer satisfaction.
- Implement customer enquiry and complaints procedures and ensure all enquiries and complaints are handled promptly and efficiently.
- Uphold morale in the cafe.
- Ensure relationship between front of house and kitchen staff is of a high standard.
- Manage staff meetings.
- Prepare management reports on the sales and profitability of the business.
- Any other duties the employer may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Diploma in Hospitality Management (Level 5), or equivalent.
- Hold General Manager Certificate (Sale and Supply of Alcohol Act), if the business has a liquor licence.
- A minimum of 3 years experience in a cafe.
- Training skills
- Computer skills: Microsoft Office, cafe management software
- Budgeting and menu costing skills
- Organisational and time management skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- The ability to work independently and confidently to make decisions
- Problem-solving ability to resolve issues
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change

CAFE ASSISTANT

REPORTS TO Cafe Manager or delegated deputy

INTER-RELATIONSHIPS Other cafe service staff
Barista
Bar staff (if applicable)

POSSIBLE INTER-RELATIONSHIPS Kitchen staff
Accounts department

PRIMARY FUNCTION

To accurately and completely take food and beverage orders, efficiently serve food and beverages to customers and attend to customers' needs in a cafe. Process payments, if required. Ensure, under the guidance of the Cafe Manager, that a high and correct standard of service is maintained.

DUTIES AND RESPONSIBILITIES

- Take food and beverage orders (this may be table service, or counter service), serve orders, answer questions and attend to cafe customer requests.
- Maintain an up-to-date working knowledge of all menu items and daily specials.
- Use sales techniques to up-sell or add-on sell on menu items.
- If applicable, maintain a high standard of table service, using established food handling and serving techniques.
- Ensure that customers receive efficient and courteous service at all times.
- Carry out any requests by the Cafe Manager or delegate deputy.
- Work with baristas to fill beverage orders.
- Work with kitchen staff to process and expedite food orders.
- Ensure the cafe is kept clean and tidy.
- Maintain and keep clean cafe equipment, tables, crockery, cutlery and utensils.
- Ensure all food, beverage and non-consumables are accounted for and charged for.
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Be fully conversant with establishment standards, operations and services and carry out duties to these standards.
- Refer customer complaints to supervisor, to establishment standards.
- Attend to all customer queries and requests courteously and efficiently and to establishment standards.
- If requested, inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.
- Follow set policies to maintain standards for health & safety at work in all service areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Maintain positive relationship between kitchen and cafe service staff.
- Attend cafe staff meetings.

PREFERRED COMPETENCIES

TECHNICAL

- A minimum of 1 year working in a restaurant or cafe.
- Knowledge of POS systems
- Numeracy skills

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Ability to work competently under pressure
- Ability to multi-task
- Organisational ability
- Ability to receive instructions
- Committed to team, establishment and excellence
- Customer service orientation
- Good communication skills (oral)
- Committed to team, establishment and excellence
- Reliable and flexible to change

BARISTA

REPORTS TO

Food & Beverage Manager / Restaurant Manager / Cafe Manager / Supervisor or delegated deputy

INTER-RELATIONSHIPS

Maitre D'
Wait staff
Other Front of House staff

POSSIBLE INTER-RELATIONSHIPS

Kitchen staff

PRIMARY FUNCTION

To prepare and present quality beverages according to standard recipes. To ensure, under the guidance of the Maitre D' , that a high and correct standard of coffee service is maintained.

DUTIES AND RESPONSIBILITIES

- Prepare and present beverages according to established recipe and presentation standards.
- Maintain a high and correct standard of coffee and hot beverage service.
- Ensure that customers receive efficient and courteous service at all times.
- Have a good knowledge of coffee and coffee beverages.
- Carry out any requests by the Maitre D', Restaurant Manager / Supervisor.
- Ensure the barista area is kept clean and tidy.
- Maintain and keep clean the coffee machine, restaurant equipment, crockery, cutlery and utensils.
- Ensure all food, beverage & non-consumables are accounted for and charged for.
- Assist with stock control.
- Monitor and order inventory
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Be fully conversant with establishment standards, operations and services and carry out duties to these standards.
- Deal with customer complaints, queries with authority, or refer to supervisor.
- Follow set policies to maintain standards for health & safety at work in all food preparation areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Maintain positive relationship between kitchen and front of house staff.
- Be flexible in relation to working late night hours or additional hours other than standard opening times.
- Attend staff meetings.

PREFERRED COMPETENCIES

TECHNICAL

- Working knowledge of all forms of coffee and standard beverage recipes
- Experience using coffee making equipment

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Ability to work competently under pressure
- Organisational ability
- Customer service orientation
- Good communication skills

- Creativity
- Committed to team, establishment and excellence
- Reliable and flexible to change

A top-down view of various fresh ingredients including herbs, spices, and oils on a dark surface. The ingredients are scattered across the frame, including a wooden spoon, a small glass bowl of oil, a slice of lemon, and several red chili peppers. The text "FOOD-TO-GO ROLES" is overlaid in the center in a bold, blue font.

FOOD-TO-GO ROLES

FOOD-TO-GO MANAGER

REPORTS TO

Owner

RESPONSIBLE FOR

All of the food-to-go team

Service staff

Kitchen staff (if applicable)

INTER-RELATIONSHIPS

Accounts department

Suppliers

PRIMARY FUNCTION

To oversee and direct the operation of a food-to-go outlet (or the food-to-go section of an establishment). Ensure the efficient management of the operation and maintain food, service and health and safety standards to the establishment's standards. Maintain the profitable business performance of the outlet. Supervise and manage all employees.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the profitable operation and organisation of the food-to-go outlet.
- In conjunction with the owner set and manage budgets.
- Manage all staff - impart knowledge, skills and training to all staff to ensure high standards.
- Manage staff rosters/staff records.
- Interview and recruit staff.
- Undertake staff appraisals and disciplinary action when required.
- Identify, develop and maintain establishment policies and procedures.
- Ensure recipes are followed to establishment standards and quality of food and beverage presentation is maintained.
- Set policies and maintain standards for health & safety at work in all areas.
- Ensure all equipment and work environments are operational.
- Arrange for equipment purchases and repairs.
- Order and maintain inventory to ensure efficient operations.
- Meet with suppliers.
- Set cash management procedures and ensure compliance to these procedures.
- Ensure compliance with security procedures.
- Interact with customers and take orders.
- Set procedures to ensure a high standard of customer satisfaction.
- Implement customer enquiry and complaints procedures and ensure all enquiries and complaints are handled promptly and efficiently.
- Uphold morale in the operation.
- Manage staff meetings.
- Prepare management reports on the sales and profitability of the business.
- Any other duties the employer may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- A minimum of 1 year experience in a food and beverage outlet.

- Training skills
- Computer skills: Microsoft Office, cafe management software
- Budgeting and menu costing skills
- Organisational and time management skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- The ability to work independently and confidently to make decisions
- Problem-solving ability to resolve issues
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change

FOOD-TO-GO ASSISTANT

REPORTS TO

Food-to-go Manager or delegated deputy

INTER-RELATIONSHIPS

Other members of the food-to-go outlet team

PRIMARY FUNCTION

To accurately and completely take food and beverage orders, efficiently serve food and beverages to customers and attend to customers' needs in a cafe. Process payments, if required. Ensure, under the guidance of the Cafe Manager, that a high and correct standard of service is maintained.

DUTIES AND RESPONSIBILITIES

- Take food and beverage orders (this may be table service, or counter service), serve orders, answer questions and attend to cafe customer requests.
- Maintain an up-to-date working knowledge of all menu items and daily specials.
- Use sales techniques to up-sell or add-on sell on menu items.
- If applicable, maintain a high standard of table service, using established food handling and serving techniques.
- Ensure that customers receive efficient and courteous service at all times.
- Carry out any requests by the Cafe Manager or delegate deputy.
- Work with baristas to fill beverage orders.
- Work with kitchen staff to process and expedite food orders.
- Ensure the cafe is kept clean and tidy.
- Maintain and keep clean cafe equipment, tables, crockery, cutlery and utensils.
- Ensure all food, beverage and non-consumables are accounted for and charged for.
- Follow establishment policies – particularly in regard to wastage, breakage and personal grooming.
- Ensure that all property is handled with due care.
- Be fully conversant with establishment standards, operations and services and carry out duties to these standards.
- Refer customer complaints to supervisor, to establishment standards.
- Attend to all customer queries and requests courteously and efficiently and to establishment standards.
- If requested, inspect restrooms for cleanliness and availability of supplies and clean restrooms when necessary.
- Follow set policies to maintain standards for health & safety at work in all service areas.
- Inform the designated management if any hazards are identified that may affect work conditions.
- Maintain good working relationships with fellow staff and manager.
- Maintain positive relationship between kitchen and cafe service staff.
- Attend cafe staff meetings.

PREFERRED COMPETENCIES

TECHNICAL

- A minimum of 1 year working in a restaurant or cafe.
- Knowledge of POS systems
- Numeracy skills

INTERPERSONAL & PERSONAL SKILLS

- Positive attitude, outgoing, friendly personality
- Energetic attitude
- Ability to work competently under pressure
- Ability to multi-task
- Organisational ability
- Ability to receive instructions
- Committed to team, establishment and excellence
- Customer service orientation
- Good communication skills (oral)
- Committed to team, establishment and excellence
- Reliable and flexible to change



EVENT ROLES

FUNCTION CO-ORDINATOR

REPORTS TO Food & Beverage Manager / Restaurant Manager

INTER-RELATIONSHIPS Executive Chef / Head Chef
Other kitchen staff
Restaurant service staff
Bar staff

POSSIBLE INTER-RELATIONSHIPS Accounts department
Suppliers

PRIMARY FUNCTION

To plan, co-ordinate and oversee all aspects of the functions held at an establishment / venue. Liaise with client to ensure that all areas of a function meet client's satisfaction and establishment standards are met and maintained. Ensure the efficient management of the function aspects of the operation to maintain a profitable business performance.

DUTIES AND RESPONSIBILITIES

- Overall responsibility for the profitable operation and organisation of the functions held at an establishment / venue.
- Set and manage budgets for individual function events.
- Liaise with client to prepare layout plans, menus, beverage and any special requirements if requested.
- Liaise with external suppliers involved in the functions, as required.
- Liaise with Executive Chef / Head Chef, or delegate deputy, regarding the menu requirements for a function.
- Act as main contact point for clients prior to and during a function.
- Manage staff requirements and ensure staff levels are maintained to meet forecast business requirements.
- In conjunction with the Manager, develop and implement all booking and function management systems, policies and procedures as well as function packages, prices and terms and conditions.
- Set procedures for functions to ensure a high standard of customer service and customer satisfaction.
- Hold pre-function meetings.
- Impart knowledge, skills and training to all staff to ensure high standards.
- Undertake staff appraisals and disciplinary action if required.
- Undertake marketing plan, if required.
- Maintain standards for health & safety at work.
- Ensure all equipment and work environments are operational.
- Arrange for equipment purchases and repairs.
- Order and maintain inventory to ensure efficient operations.
- Ensure compliance with security procedures.
- Ensure compliance with the establishment's host responsibility practices and adherence to sale and supply of alcohol regulations, if applicable.
- Ensure quality of food and beverage presentation.
- Ensure all enquiries and complaints are handled promptly and efficiently.
- Ensure relationship between restaurant service staff and kitchen staff involved in the functions is of a high standard.
- Prepare management reports on the sales and profitability of the function aspects of the business.
- Any other duties the employer may reasonably require.

PREFERRED COMPETENCIES

TECHNICAL

- National Certificate in Food & Beverage Service (Level 4), or equivalent
- Hold General Manager Certificate (Sale and Supply of Alcohol Act)
- Previous experience in organising events and functions
- Training skills
- Computer skills: Microsoft Office, restaurant management software
- Budgeting and menu costing skills
- Organisational and time management skills

INTERPERSONAL & PERSONAL SKILLS

- Excellent customer service skills
- Excellent communication skills (written and oral)
- Motivational and leadership skills
- The ability to work independently and confidently to make decisions
- Problem-solving ability to resolve issues
- Knowledge of employment agreements
- Ability to delegate and give instructions
- Committed to team, establishment and excellence
- Positive attitude
- Ability to work competently under pressure
- Reliable & flexible to change