

POSITION TITLE	Assistant Restaurant Supervisor	
DEPARTMENT	Yarra Valley - Restaurant,	
REPORTS TO	Restaurant Supervisor	
ROLES REPORTING DIRECT	Hospitality Attendants – Qualifying 1, 2, 3	
KEY RELATIONSHIPS	Leanne DeBortoli , Chefs, Functions & Events manager.	
PRIMARY OBJECTIVES		
<ul style="list-style-type: none"> Assist in developing a culture of delivering outstanding customer service, ensuring customer leave enjoying “the De Bortoli experience”. Assist with the continuous monitoring of the performance of Hospitality Attendants and provide training. Contribute to consistent monitoring and maintenance of operating costs in line with budgets. Develop and contribute ideas based on increasing customer numbers and profitability. Maintain strict adherence to De Bortoli policies and procedures. Contribute to efficient and cordial working relationship between Kitchen and FOH 		
MAJOR RESPONSIBILITIES		
KEY RESULT AREAS	SPECIFIC ACTIVITIES	MEASURES
Assist with Daily set up and preparation of FOH	<ul style="list-style-type: none"> Check Dimmi / reservations for bookings /special events and staff accordingly. Complete staff rosters. Stock ordering as required. Ensure Restaurant area is clean and tidy. and is ready for service at required time. 	Hospitality area at service.
Customer service	<ul style="list-style-type: none"> Meet and greet customers in a friendly professional manner. Encourage and develop skills of Hospitality Attendants. Ensure staff are briefed prior to commencement of service. Professionally handle any customer service issues. Accurately process customer accounts. Actively market De Bortoli products and services. Support strategies to achieve wine sales growth for DeBortoli Yarra Valley wines. Assist with the supervision of the daily running of FOH 	Customer feedback. Skill base of staff. Spend per head.

<p>Assist with End of Day process</p>	<ul style="list-style-type: none"> • Ensure service area is left clean and tidy, ready for next day service. • Check staffing requirements for following day and act accordingly. • Discuss issues with head chef and or Functions Manager when necessary. • Ensure site is secure and alarmed if last to leave. • Accurately complete processing of daily takings. 	<p>Hospitality area at end of day.</p>
<p>Assist FOH Supervisor to Improve Financial results</p>	<ul style="list-style-type: none"> • Maintain a sound understanding of revenue and costs, suggest improvements. • Monitor and maintain operating costs in accordance with budgets. 	<p>KPI's Achieved</p>
<p>Other Duties</p>	<ul style="list-style-type: none"> • Assist in all areas of hospitality as required. • Working at off site venues as required. • Participate and contribute to department / hospitality meetings. 	<p>Successful Meetings and or off site events</p>
<p>Functions and Weddings</p>	<ul style="list-style-type: none"> • Assist Functions and Events manager from time to time. Provide back up during annual leave. • Meet and greet potential wedding/event clients on weekends. Provide data to functions, manager 	<p>Improved strike rate for weddings booked</p>
<p>Promote safe attitudes and work practices</p>	<ul style="list-style-type: none"> • Comply with all OH&S policies and procedures. • Wear Personal Protective Equipment (PPE) as specified. • Report and investigate near misses and unsafe work practices/hazards to the OH&S Manager • Maintain all equipment to a safe working standard. Propose replacement where necessary. • Work in a manner which is conducive to OH&S. • Maintain and encourage sound occupational health and safety practices. 	<p>Compliance with Company policies and procedures.</p> <p>Incidents reported in accordance with Company procedure.</p> <p>Maintenance schedules adhered to at all times.</p>

SELECTION CRITERIA
Essential Criteria

- Ability to lead/direct a small team
- Honest, reliable and trust worthy, punctual
- Outgoing hands on attitude.
- Well developed communication skills.
- Minimum 2 years hospitality experience.
- Current RSA Certificate
- Passionate about food and wine.
- High standards of dress and grooming.

Desirable Criteria

- Relevant studies in wine/hospitality.
- Computer literacy/EFT and Till Software
- Knowledge of OH&S obligations as they apply to the food and beverage industry
- Barista standard coffee making skills

FUTURE STUDY AND OR TRAINING

- Wine Knowledge, Leadership Training.

Employee Name: _____

Employee Signature: _____

Manager/Supervisor Name: _____

Manager/Supervisor Signature: _____