

Café Supervisor

Position Description

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| Position Title | Café and Bar Supervisor |
| Directorate | Culinary Arts |
| Reports to | Café and Bar Manager |
| Direct Reports | Nil |
| Classification Level | Single Enterprise Agreement 2015 - Level 4, F&B Stream Local Government Industry Award - Level 4 |
| Date | June 2022 |

HOTA

Our work is carried out in line with our HOTA Values of Art, Citizenship, Curiosity, Integrity and Generosity.

At HOTA:

- We are creative thinkers and collaborators who are inspired by change and working in a diverse precinct environment.
- We are passionate about art and driven by the opportunity to educate, raise awareness and tell stories.
- We are dynamic, caring and curious with a commitment to excellence, experience and innovation.
- We display strong interpersonal and communication skills to engage and build communities.

Every person at HOTA is individually accountable for meeting health and safety obligations. These obligations are set out in the WHS Roles and Responsibilities Procedure and will be covered in an online learning module.

The Team

The Culinary Arts team are responsible for ensuring the success of the Precinct Food and Beverage offering across its many and varied food outlets, functions and programmed events in the HOTA Precinct.

The Position

Provide the highest quality customer service to the patrons of the HOTA Café within the framework of labour budget, regulatory requirements, policies and procedures and through effective and efficient leadership practices. Ensure that all Workplace Health & Safety requirements relating to the Act and HOTA's Policy Guidelines are adhered to.

Position Responsibilities

Duties include, but are not limited to:

- Maintain friendly, courteous and prompt service to customers.
- Assisting with preparation and monitoring of staff rosters.
- Coordinate opening and closing of the HOTA Café.
- Ensure a safe work environment.
- Staff training and ensuring teamwork is maintained.

- Monitoring and evaluating staff performance in conjunction with the Café and Bar Manager.
- Stock control and rotation.
- Handling customer enquiries, complaints and feedback effectively.
- Assist the Food and Beverage Operations Manager as required in monitoring costs and sales against budget.
- Reports and feedback on HOTA Café operations to the Food and Beverage Operations Manager or Director Visitor Experiences as required.
- Ensure all requirements in relation to hygiene and cleanliness are adhered to.
- As directed by the Café and Bar Manager and Food and Beverage Operations Manager, undertake other related duties within the scope of this position.

Work, Health and Safety

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health & Safety Act & Regulations.
2. In accordance with Home of the Arts' Workplace Health and Safety standards an Employee must ensure that they do not place themselves or others at risk of injury or illness. These obligations will be met by:
 - Adhering to WH&S obligations and adopt sound work practices.
 - Following all safe working procedures and practices designed for the work.
 - Eliminating, reporting, or advising their supervisor to avoid, eliminate or minimise potential hazards when they become aware of a potentially hazardous work-related condition or practice.
 - Ensuring that instructions to protect their health and safety are followed and all personal protective equipment provided is used and maintained.
 - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

Qualifications and Experience

- Minimum of 2 years' experience working in a similar position, as a Supervisor.
- Demonstrated exceptional customer service skills.
- Current QLD RSA (and a thorough understanding of this legislation).
- Current Food Safety Certification (highly regarded).
- Barista Training (highly regarded).
- Competent in all aspects of Food & Beverage service, skills, and procedures.