

# CULINARY ARTS

## Position Description

Position Title	Culinary Arts Supervisor
Department	Culinary and Experience
Reports to	Food and Beverage (F&B) Operations Manager
Direct Reports	Food and Beverage Attendants whilst on shift
Date	July 2024

## 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 Food and Beverage team are responsible for the service of all food and beverage outlets onsite, including the HOTA Café, as well as the delivery of all functions and events. They collaborate with all areas of HOTA to ensure that HOTA's operations are delivered in an efficient and professional manner.

## The Position

As the Culinary Arts Supervisor you will work across the HOTA Precinct. You will be effectively supervising food and beverage outlets/bars, as required to support HOTA's Programming.

You are responsible for exceeding patrons and client's expectation of food and beverage service and the set-up, delivery, and pack down of events/functions across the HOTA Precinct. You will carry out duties in accordance with the framework of labour budget, regulatory requirements, policies and procedures and through effective and efficient leadership practices.

## Role Responsibilities

Duties include, but are not limited to:

- Providing the highest quality service to clients and ensure that their expectations are met within budget and in compliance with legislative requirements
- Supervising the set-up, delivery and breakdown of Events
- Supervising the setup and breakdown of all food and beverage outlets, as required to support HOTA's programming
- Ensuring security of cash and beverage stock on the premises and reconciling takings and stock as required
- Conducting casual staff inductions and training
- Ensuring all Events are delivered in accordance with Standard Operating Procedures
- Complete daily reports and run sheets for events and venue compliance
- Assist with the rostering of Food and Beverage Attendants
- Responsible for maintaining appropriate presentation of front and back of house areas
- Promoting customer relations by displaying a positive attitude, identifying needs and meeting client expectations
- Promoting HOTA facilities to patrons
- Developing effective relationships with other department team members through appropriate communication and a positive attitude
- Ensure Venue compliance, and open or close the building in accordance with procedures in the absence of a Duty Manager
- Other duties as requested commensurate with the level of the position
- The responsibilities of this position require the incumbent to be flexible in their approach.
- Assisting with preparation and monitoring of staff rosters
- Coordinate opening and closing duties
- Staff training and ensuring teamwork is maintained
- Monitoring and evaluating staff performance in conjunction with management
- 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
- Ensure all requirements in relation to hygiene and cleanliness are adhered to
- Other duties as directed commensurate with the level of this position

**The HOTA Gallery is a 7-day operation and there will be a requirement to work evenings, public holidays, and weekends in this role.**

## Workplace Health and Safety

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.

1. Ensure all work is carried out in accordance with the obligations detailed in the Workplace Health and Safety Act and Regulations.
2. In accordance with HOTA's 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 adopting 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 potential 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; and
  - When requested assist the supervisor and other workers in the risk assessment of workplace hazards.

## Qualifications and Experience

- Experience working in a similar position
- Proven ability to implement food and beverage service requirements for large scale events to a high standard
- Proven ability to train staff and provide strong leadership
- Positive and pro-active attitude
- Exceptional customer service skills
- Food and beverage knowledge and a la carte experience an advantage
- General office administration and computer skills, including Microsoft Office
- Experience managing a Food and Beverage team
- An ability to plan, organise and prioritise tasks
- An ability to work collaboratively in a team environment
- Excellent interpersonal skills with high level verbal and written communication
- An ability to work effectively under pressure
- Ability to work shifts including weekends and public holidays

### Qualifications

- Responsible Service of Alcohol
- Responsible Management of a Licensed Venue (RMLV) and Approved Manager's license (highly desirable)

## Physical Requirements

- Bending
- Twisting
- Squatting
- Reaching
- Grip
- Fine Motor
- Standing
- Walking
- Lifting (5 – 10kg)
- Carrying
- Push / Pull movements
- Stopping

## Signatures

Employee	I have read and understand this explanation and job description  Signature _____ Date _____
Manager	Signature _____ Date _____