

Memorandum

To: All Staff

From: Management

Expression of Interest – Catering Team Leader – Relief Position

We are seeking expressions of interest for someone to join our Team Leader Team in a relief position.

- The primary role would include the following:

1. Responsible for adhering to the effective and efficient operation of the **Catering Areas** by:
 - a. Preparing for operation including cutlery, decorations and accompaniments
 - b. Familiarising yourself with the menu and in particular any specials
 - c. Ensuring that the dining areas are kept clean and tidy at all times by returning all plates to kitchen and glasses to bar
 - d. Carrying and clearing plates promptly and according to procedures
 - e. Serving patrons as required
 - f. Keeping work area clean at all times
2. Responsible for **till operation** and takings during shift by:
 - a. Ensuring correct operation and balancing of cash registers at the end of shifts, ensuring a high level of accuracy and honesty and following up on any till variances with staff.
 - b. Ensuring the correct amount of money has been collected from the patron and the correct change given
 - c. Ensuring security of registers when unattended
 - d. Increasing sales at all opportunities through customer service staff practicing up selling and cross selling
 - e. Ongoing product knowledge and sales training to maximize sales and increase average spend.

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3. **Supervision** of catering areas by:

- a. Maintaining dining room order of service according to the Club's quality and service standards
- b. Ensure all dining areas are fully set-up, maintained and cleared
- c. Ensure that the cafe areas remain in an impeccable state
- d. Ensure Responsible Service of Alcohol policies are implemented and maintained
- e. Depending upon dining style: greet and seat customers
- f. Supervise all staff working in dining areas
- g. Ability to learn to coach and train staff on the job
- h. Ensuring cash registers are balanced daily and variances are followed up with staff
- i. Covering extra shifts as required, in the case of staff shortages, to ensure service standards are maintained.

4. **Communication**

- a. Read the shift diary at the beginning of each shift
- b. Sign beside each entry made by others to acknowledge that you have read the comments of previous shifts
- c. At the end of the shift make entries into the diary to assist the communication process within your department.
- d. Communicate ideas for improvement from staff to management.
- e. To ensure effective communication, attend meetings as required
- f. Attend Monthly Team Leader meetings
- g. Report regularly on activities within your department to the Duty Manager/Exec Chef
- h. Communicate with the Manager regarding any problems or changes needed with service

5. Responsible for maintaining **hygiene and occupational health and safety requirements** by:

- a. Ensuring that each job allocation is carried out safely according to the Clubs safe work practices
- b. Maintain hygienic food handling practices and cleanliness of all staff
- c. Maintain equipment in good working order, organizing repairs or improvements needed for greater efficiency
- d. Storing all materials and equipment in a safe manner
- e. Reporting any faulty or damaged materials and equipment to the WH&SO
- f. Identifying any workplace hazards and reporting them to the WH&SO
- g. Ensuring that the above once reported are rectified within an acceptable timeframe (maximum 24 hours)
- h. Using any personal protective equipment (PPE) supplied by management to carry out duties safely
- i. Ensure the safety of staff and patrons during service and after leaving

Relations

1. Liaise with patrons and guests, always treating with respect and courtesy.
2. Meet, greet, seat and farewell customers

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3. Identify and resolve conflict situations efficiently and effectively, ensuring customers leave satisfied and impressed
4. Ensure staff provides fast, efficient and courteous customer service.
5. Supervise the accurate taking, setting up and confirmation of bookings
6. Maintain a high level of service to all customers at all times
7. Ensure efficient service with a sense of urgency
 - a. Time limit on meals/drinks going out
 - o Suggestion: ten to fifteen minutes between an entrée meal or drinks being ordered and served; 25 - 35 minutes between a main meal being ordered and served.
 - b. Ensure after five minutes of meal being delivered, check with the customer that everything is okay with their meal
 - c. Always follow up any problems as soon as possible and record/report notes of the issue
8. Show respect and tolerance toward your co-workers.
9. Delegate duties to staff fairly and evenly.
10. Assist in the development and review of systems and procedures.
11. Encourage staff to make recommendations to improve the overall standard of the Club.
12. Support the other Managers and Supervisors in maintaining a harmonious environment between kitchen and floor staff.
13. Strive towards a common goal of providing quality customer service and provide leadership to foster the Club's objectives.
14. Maintain high standards to motivate staff to feel they are part of a team and reinforce their importance in that team.
15. Assist staff in all work areas when they become busy. Relieve staff in all work areas as required.
16. Ensure all staff understand directives given by management and adhere to their job descriptions.
17. Adopt an open approach policy with all staff.
18. Responsible for the dissemination of Club information to patrons by:
 - a. Having a full knowledge of daily and weekly activities and upcoming events
 - b. Gaining knowledge of the features pertaining to each area of the Club
 - c. Following up immediately on any queries the patrons have
 - d. Initiating patron contact if patrons seem to be confused or lost
 - e. Acting immediately on customer complaints
 - f. Promote the Clubs Café, Restaurant and functions to potential clients.

Staff Management

1. Ensure overall control of effective and economical staff rostering in line with customer service benchmarks and budgetary requirements to deliver high service standards
2. Ensure that staff do not work more than the maximum span of hours under their award/agreement unless exceptional circumstances prevail.
3. Ensure staff can perform duties correctly and in a timely manner
4. Provide staff with adequate on the job training sessions and retrain if required.
5. Be aware of the process and procedures in a staff handbook and ensure compliance.

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6. Ensure to document and report any counselling or disciplinary action to the General Manager/Duty Manager/Floor Supervisor/Exe Chef and Assistant Manager and HR Mgr, and that disciplinary action is taken for breaches of Clubs rules of employment
7. Ensure all staff are wearing the correct uniform, name badge and appropriate footwear and all uniforms are well maintained and personal grooming is of the highest standard.
8. Monitor and record rostered staff on their work performance and punctuality; report any discrepancies in the appropriate diaries.

Experience and Knowledge

1. Responsible Service of Alcohol Statement of Attainment - Certificate - Qld
2. Responsible Service of Gaming Statement of Attainment - Certificate - Qld
3. Hygiene for Food Handlers Certificate
4. Good communication skills - oral and interpersonal
5. Ability to communicate well with all ages
6. Ability to work under pressure
7. Ability to prepare basic desserts and refreshments
8. Previous coffee shop or waiting experience
9. Ability to correctly process sales transactions
10. Ability to supervise staff

Key Behaviours

1. Honesty
2. High standard of personal hygiene and grooming
3. S.M.I.L.E – employee values and standards
4. Customer service focus
5. Ability to work flexible hours
6. Self motivated
7. Good written and oral communication skills
8. Ability to work with minimal supervision
9. Organised
10. Professional pride

If you are interested in expressing your interest in this role, please email Nick at gm@burpengarycommunityclub.com.au before 5pm Monday 30th of September 2024.