



We're Skyliners
Inspired by every smile.

JOB DESCRIPTION

Job Title:	Food & Beverage Team Leader
Department:	Food & Beverage
Group / Team:	Food & Beverage
Responsible To:	Restaurant Floor Managers Restaurant & Bar Manager Food & Beverage Manager
Responsible For: (Total number of staff)	5
Job Purpose:	The Food & Beverage Team Leader is responsible for the safe and profitable operation and supervision of food & beverage outlets. This entails the supervision of the Food & Beverage Team and area while maintaining consistently exceptional guest service standards.
Date:	June 2022

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example

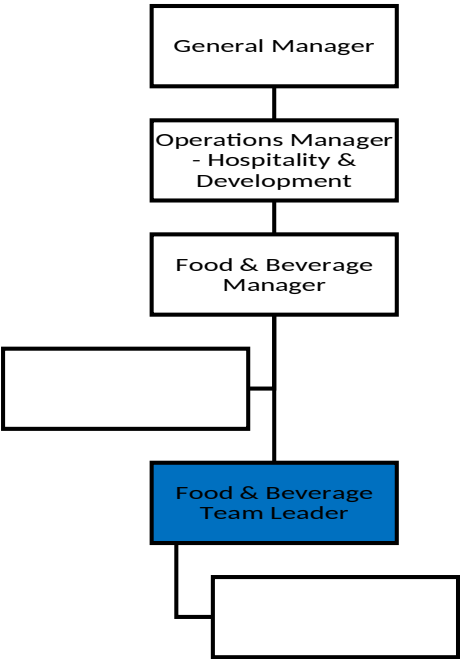


- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

Organisation Context



Key Relationships

External: • Guests • Suppliers
Internal: • All Food & Beverage department • All other departments



Key Result Area

Main duties

- To monitor and manage staff performance at an operational level.
- To provide on-the-job coaching, product training and identify personal/skill development needs of staff.
- To monitor and reinforce excellence in guest service standards.
- To maintain effective communication with and between staff and wider team.
- To maintain a culture of continuous improvement in all aspects of the food and beverage operation.
- To maintain a high level of staff satisfaction by providing clear directions and behaviours style that promotes motivation, enthusiasm and commitment.
- To ensure the bar and restaurant are set up correctly to achieve the highest standard and speed of service.
- To adhere to company presentation standards at all times.
- To ensure the cleanliness of back of house areas.

Sales

- To ensure all team members are actively up-selling and encouraging departmental promotions.
- To operate the Food and Beverage outlets according to sequence of service guidelines.
- To ensure security awareness in all food and beverage outlets.
- To ensure competent cash, cheque and credit card handling procedures are strictly adhered to.
- To ensure cash handling procedures are strictly followed
- To ensure all cash, stock, equipment and other consumables are secured as appropriate.
- To ensure accurate billing.

Guest Service

- To ensure compliance to food and beverage service standard operating procedures in order to maintain consistently high standards.
- To ensure the needs of guests are given priority at all times.
- To assist in setting standards of product and service quality.
- To monitor guest satisfaction levels.
- To assist with customer enquiries and comments.
- To deal quickly and correctly with guest complaints within established guidelines.
- To maintain a public image from that which is compatible with the highest possible standards at all times whilst on and off the premises.

Health & Safety

- To observe and practise safe work methods
- To encourage other workers to work in a healthy and safe manner
- To discourage other workers from working in an unsafe manner
- To report or rectify any unsafe conditions or equipment
- To comply with the Health & Safety policy statement and H&S policies and procedures
- To work in a healthy and safe manner, providing a safe workplace to all employees.



- To use protective/safety equipment wherever provided and required.
- To report all incidents, work related injuries and near misses accurately and timely.
- To participate in any rehabilitation programmes as required.
- To be aware of procedures in the event of emergencies such as fire, bomb, in line with Company policy and legislation

Any other duties which may be related to and consistent with the above job description as directed by the **Food and Beverage Manager** or nominee.

Maintain a public image from that which is compatible with the highest standards at all times whilst on the premises or representing Skyline in a work capacity.

Ensure all aspects of the company's purpose, focus and core values are upheld.

Ensure full confidentiality is maintained at all times.

Financial Responsibilities

Controls a budget Y/N **NO**

Maximum that may be spent without reference to manager **\$0**

Can spend unbudgeted capital Y/N. **NO**

Is responsible for committing the organisation to long-term contracts **NO**

Signs correspondence for Company **NO**

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
	Liquor license/Duty Managers license

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
1-2 years leadership experience Hospitality/Restaurant/Café experience Customer service experience	

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment- including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Food & Beverage Team Leader.

Employee Name
Employee Job Title

Date

