

Northern Escape

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Restaurant Supervisor

Description

To provide exceptional, personalised service which exceeds clients' expectations, and establishes Daintree Ecolodge as the leading boutique lodge in Far North Queensland under the Northern Escape Collection Banner.

Responsibilities

- Oversee the operation of the Food and Beverage outlets throughout the Lodge ensuring that exceptional standards of service are maintained at all times.
- Ensure all clients are delighted with the quality, ambience and attention to detail of the banquets/conferences.
- Promptly handles guest's requests/comments in accordance with policy and ensure prompt follow up and delivery of guest information. All problems and complaints are to be recorded and reported back to the General Manager.
- Ensure customer needs and satisfaction is given priority over all other activities.
- Deliver quality service and prompt management response to client problem resolution.
- Responsible for the food and beverage outlets throughout the Lodge, maintaining established cost and quality standards.
- Assist with the development of the yearly budget plans for department and submit to the General Manager.
- Monitor department actual performance as compared to planned performance and take correction action as required.
- Compile and distribute revenue forecast, sales analysis data and operating reports.
- Actively involved with the implementation of the department's market programs and reinforce use of suggestive selling techniques.
- Constantly seek to improve service, reduce costs and increase sales and offer suggestions to the General Manager for improvements.
- Ensure efficient control and adequate outlet par stocks at all times in conjunction with the Restaurant Supervisors and General Manager.
- Liaise with the Executive Chef and General Manager to enable the setting of menus and prices in accordance with the efficient cost control of items.

Qualifications

- Certificate III Hospitality, Diploma Hospitality Management or 5 years Food and Beverage experience or 2 years' experience in a Supervisory role
- Room Master System
- Micros system
- Word, Excel and Powerpoint
- Lodge operational systems
- Excellent IT skills including spreadsheets
- Ability to meet strict deadlines and work under pressure
- Minimum 5 years Lodge/Hotel experience
- Supervisory experience
- Clear communication skills both verbal and written
- Barista skills
- Bar experience

Employment Type

Full Time

Industry

Hospitality

Job Location

Daintree Region

- Table Service
- Organisational skills
- Highly developed telephone communication skills
- Highly organised
- Ability to prioritise
- Skilled in project planning
- Excellent English language skills
- Highly developed interpersonal skills
- Strong focus on quality customer service
- Good sense of judgment and reasoning skills

Contacts

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