

POSITION DESCRIPTION

Position: Restaurant Manager - Taikunthi & Union House Events

Department: Operations

Reports to: Food & Beverage Services Manager

Objective

- Under the general direction of the Food & Beverage Services Manager and in accordance with established National Wine Centre policies and procedures, the Restaurant Manager plans, manages and coordinates the front-of-house operations for Taikunthi Restaurant, Bar, Cafe and Union House event space.
- Work within budget constraints while maintaining established service standards, ensuring maximum guest satisfaction, and contributing to the achievement of the budgeted profit.
- Develop the front-of-house team by establishing effective employee relations, leading by example, providing training and performance feedback.
- Foster and develop both inter-departmental and stakeholder relationships.
- Support the front-of-house operations at the National Wine Centre on an ad hoc basis when required.
- Contribute to the development and delivery of annual marketing and promotional initiatives to drive trade, increase brand awareness and support business objectives.
- Collaborate closely with the Head Chef and Food & Beverage Services Manager to develop seasonal offerings, unique events and menu-driven promotions that enhance the overall guest experience.
- Identify opportunities for new concepts, activations and events in line with the venue's brand and target market.

Responsibilities:

- Oversee and manage the front-of-house operations in Taikunthi Restaurant.
- Collaborate with the NWC Conference & Events team to manage front-of-house operations for all NWC catered events held in Union House and overseeing catering deliveries on campus.
- Provide support and direction to the kitchen team on an ad hoc basis or in the absence of the Executive/Head Chef.

- Review restaurant bookings and C&E event orders daily, ensuring appropriate staffing levels are rostered in advance to maximise the level of business.
- Consult with the NWC Sales & Event Planning team to ensure timely handover of C&E requirements.
- Open & lock up the venue as needed.
- Inspect all areas prior to opening to ensure the required standards are kept.
- Conduct daily pre-service briefings for restaurant staff and C&E staff when required.
- Complete and post daily financial reporting.
- Monitor staff time records and approve them at the end of each shift, ensuring compliance with the Award requirements.
- Manage cash and keys responsibly, adhering to NWC and UoA key policies.
- Proactively minimise guest complaints and address issues promptly to ensure guest satisfaction.
- Manage the online restaurant reservation system parameters.
- Oversee the weekly rostering in accordance with the wage cost budget.
- Oversee recruitment and provide staff training to foster a positive culture and effective team.
- Develop, implement, and maintain food & beverage service standards.
- Manage direct costs to maximise profit.
- Regularly assess products and services with the kitchen team to enhance food quality and productivity.
- Collaborate with the Head Sommelier to create, manage, and review wine /beverage lists, oversee staff product training and facilitate wine events, with a focus on South Australian products and University of Adelaide alumni wines.
- Work with the Inventory Controller on ordering, managing and stocktaking all dry goods, consumables, wine and beverage stock.
- Oversee and update the POS system in conjunction with the Inventory Controller.
- Manage linen and uniform ordering, laundering and stock levels.
- Maintain par levels on all equipment and consult with the Operations Manager on purchase requirements.
- Ensure proper handling and storage of all furniture, fixtures, and equipment as well as operating supplies.
- Monitor, control and record breakages.
- Report maintenance issues and breakdowns in a timely manner.
- Work with UoA Infrastructure team to ensure appropriate signage, building access and building maintenance is managed effectively.
- Engage with key stakeholders within the University to ensure continuous communication and open feedback channels.
- Work with the NWC Marketing team on the restaurant marketing and social media efforts.
- Attend management meetings and all other meetings as needed.
- Assist the executive team in budget preparations.

- Always ensure adherence to policies & procedures.
- Follow WH&S work practices and procedures, working with due care for personal health and safety and that of others.
- Serve alcohol responsibly in accordance with the Liquor Licensing Act 1997 and General Code of Practice
- Ensure a 'Responsible Person' is always rostered whilst the venue is open for trade.

Person Specification

- Proven leader with experience in hospitality at a management level.
- Demonstrated skills in high standards of customer service.
- Strong understanding of Food and Beverage operations.
- Takes active ownership of own work.
- Ability to spot and resolve problems efficiently.
- Possess good people skills and ability to work in a team environment.
- Ability to always act ethically and fairly.
- Ability to develop and document operating systems and procedure and comply with all NWC policies and procedures.
- Experienced in rostering, labour, food & beverage cost management within financial budgets.
- Computer savvy (POS systems, email, Microsoft skills).
- Ability to work autonomously and work well under pressure.
- Have initiative and be self-motivated.

Physical Duties (*including but not limited to*):

- Lifting/carrying furniture, tables, chairs, glass racks, beverage stock, dry goods stock, empty/full drink trays, coffee cup trays, plates (food & clearing), food platters, table linen, cutlery baskets, chinaware & boxes of wine.
- Pushing & pulling table trolleys, goods trolleys, chair trolleys, plant boxes, coat racks, mobile bars, beverage stock trolleys, full linen bags, client boxes/banners.

Work Health Safety & Wellbeing

- All Managers are required to implement and maintain the NWC's WHS Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards.

- All other staff will assist the NWC to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures.
- Where appropriate, staff will initiate and participate in worksite inspections, incident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.
- Staff will also inform the NWC of any unsafe working practices or hazardous working conditions.

Employee Name (Print)

Employee Signature

Date
