

Carrington FOOD & BEVERAGE



Staff and Cast Positions – Tea Room Supervisor

Thank You for taking the time to consider joining the Carrington Inn hospitality team. We look forward hearing from you soon!

Established in 1885, The Carrington Inn has been a landmark in the rural town of Bungendore for over a century. Initially a coaching inn for travelers on the Cobb & Co route The Carrington Inn holds historical value to the community of Bungendore and its surroundings. It is anticipated that when reopened after extensive renewal, the Carrington will return to a focal point of the local community and be enjoyed and admired by tourists and travelers.

Tea Room Supervisor – Job Description

Job Title:	Tea Room Supervisor
Reporting to:	General Manager or Restaurant Manager
SUMMARY: <p>The Carrington Inn’s Executive Director, is looking for a fun, skillful and committed person to help represent Myee’s Garden Room and serve its food and beverage offerings to our guests. A person who is first and foremost diligent and professional, but just as important, can make guest feel welcomed, valued, and part of our family.</p> <p>A Tea Room Supervisor is a hands-on position that reports to the General Manager or Restaurant Manager. A Tea Room Supervisor is responsible for the smooth and successful operation of Myee’s Garden Room and associated outdoor spaces. He / She will help venue guests feel special and at home, and serve wholesome food and beverages on time, meeting the presentation style and quality commitment of our brand.</p> <p>He / She will see that the Garden Room facilities and personnel are ready to efficiently and effectively serve guests so they feel special and comfortable in the surroundings. They are also involved in scheduling and training Garden Room staff.</p> <p>The position is for an experienced service professional who is themselves as much of the guest experience as is the food, beverage and venue. Knowledgeable about beverages, food nutrition, and providence, he/she is able to enrich guests’ experience of service through helpful supplemental information.</p> <p>A Tea Room Supervisor ensures that health and food safety standards are always practiced. He / She is a member of the Garden Room team who represents a critical cornerstone of the Carrington Inn heritage story. As a member of this team, they provide a link to the establishment’s 131-year history, while rewarding guest with wholesome food and drink that meets the venue’s quality, styling and brand requirements.</p>	

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Typically Responsible for:

- The supervision of Myee's Garden Room to ensure appropriate staff and service standards are in place.
- the timely setting up of the front-of-house areas, according to the meal settings and in line with the opening hours.
- Greeting and seating guests.
- Ensuring a high level of guest satisfaction.
- Dining service according to the restaurant's quality and service standards.
- Staff supervision and training.
- counting and balancing the cash registers before and after the shift to make sure they're accurate.
- closing out and balancing the credit card machine, and recording funds for the tip pool.
- Operation cash register.
- Safety and cleanliness of front-of-house areas.
- Appearance and performance of front-of-house staff according to the restaurant's standards.
- Knowing the menu offerings in depth, so as to be able to answer guests' questions and make recommendations to them.
- Creating a harmonious environment amongst all staff within the restaurant.
- Other duties typically expected of the position as required from time to time.
- Participating in team meetings and surveys.

Main activities:

- Offer a high level of service to guests, making their visit enjoyable.
- Meet, greet, seat and farewell guests at the restaurant.
- Take orders, serve and clear tables.
- Train Garden Room staff according to restaurant training guidelines.
- Supervise servers so the tasks for setting up, serving and closing are all handled correctly.
- Supervise the taking, setting up and confirmation of bookings.
- Handle complaints according to guidelines.
- Promote the restaurant and functions to potential clients.
- Communicate with the Manager regarding any problems or changes needed with service.
- Balance the register at the end of the shift ensuring a high level of accuracy and honesty.
- Ensure the safety of staff and patrons during service and after leaving.
- Ensure Responsible Service of Alcohol policies are carried out.
- Maintain hygienic food handling practices and cleanliness of all waiting and bar staff.
- Coordinate with Executive Chef and General Manager to maintain required stock levels.
- Other duties typically expected of the position as required from time to time.
- Participating in team meetings and surveys.

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EDUCATION and/or EXPERIENCE

At least 3 years experience heading up a busy café environment.

Knowledge of different varieties and styles of Tea's and Coffees.

Leadership/management level experience required.

Good knowledge of local attractions and the area.

Food Safety Certificate or willingness to obtain Food Safety Certificate.

Responsible Service of Alcohol Certificate.

Having or obtaining a restaurant first aid certificate

Stock Replenishing Experience.

Working knowledge of various computer software programs including, but not limited to, Word-processing, spreadsheets, tablet computer, and email.

OTHER SKILLS and ABILITIES

- A Tea Room Supervisor:
 - has natural leadership and supervisory abilities that people easily respect and follow
 - demonstrates an ability to continuously provide good timely service in a fast paced environment.
 - has a good memory for guests and their preferences.
 - has excellent person-to-person communication abilities in the English language, including Listening Comprehension, Speech Clarity, Expression of Information and Problem Sensitivity.
 - has physical strength and good body coordination when the whole body is in motion and carrying items.
 - comes to work when rostered, is punctual and sets a good example of character and ethic.
 - follows directions, takes criticism positively, and at all times refrains from abusive and/or inappropriate behaviour.
 - is honest in all manner of engagement with the enterprise and guests.

PERSONAL PRESENTATION:

READINESS FOR WORK: At the start of the rostered time you should be clean, groomed, uniformed, fed, well-rested, with personal belongings already stowed, and ready to immediately commence work in all other ways required of the position. This is a condition for ongoing employment.

UNIFORM:. Every day you should present in a clean uniform, ready to work. Footwear is to be comfortable with non-slip soles, and a closed toe style approved to coordinate with the uniform.

GROOMING: The position requires a person who is clean and well groomed. Hair will be under cap or net, tied back if long. Males are preferred to be clean shaven, otherwise facial hair must be well groomed and not longer than 30mm at any length. Females will maintain not more than light make-up.

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SHIFTS / NIGHT WORK / AVAILABILITY/ WORKING CONDITIONS ETC:

On its re-opening, Myee’s Garden Room may be closed on Mondays and Tuesdays, however if business levels are strong, it may go to a 7-day roster. The Tea Room Supervisor will be expected to be available for work during peak times which include Saturday, Sunday and agreed public holidays, however an Assistant Supervisor will also mitigate some of that time. Operating hours will be daytime hours, no evenings.

Minimum of 4 hours per month continuous professional education should be undertaken.

Dinner break at set time.

PHYSICAL DEMANDS:

While performing the duties, you are regularly required to see, talk, hear and feel touch. You are frequently required to stand; walk; use hands to finger, handle, sense or feel; reach with hands and arms, and stoop, kneel, or crouch. You must occasionally lift and/or move up to 24kg. Specific vision abilities required in this role include close vision and distance vision. Logic and thinking process must be quick and unencumbered.

WORK ENVIRONMENT:

While performing the core functions of the position, you are usually indoors, in a confined kitchen environment, but may also be rostered to work outdoors in a natural and variable environment. The position can also involve regularly moving between warm (kitchen) and cold (cool room) locations. Moderate machine and crowd noise levels exist in the working environment.

OPERATIONS GUIDELINES:

The property maintains operational guidelines for personnel that are intended to create a safe and productive working environment, and a professional and appealing guest experience. The full set of guidelines will be provided to shortlisted applicants, although they may change from time to time. The following are two key guidelines:

MOBILE DEVICES: Personal mobile devices may not be accessed or used during shifts, except on breaks. All personal devices must be stowed in lockers or vehicles during shifts. Emergency contact support is provided through the main venue telephone number.

PERSONAL VISITORS: Personal visitors should not attend the property, distract or disrupt you from your responsibilities during your shift. Guest of the venues excepted.

SECURITY BACKGROUND and **REFERENCE CHECKS** may be undertaken.

Location of job: Bungendore, NSW

Prepared by:

Date: 26 May 2016

Wintergarden – TOM WILLS – Myees – ELM PARK – ROSE COTTAGE



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