

POSITION DESCRIPTION



encoregroup

POSITION: EVENT OPERATIONS SUPERVISOR

OBJECTIVE: *To provide and maintain a professional level of service and work environment in accordance to the standards and procedures set by Encore Group. To ensure that the performance of function staff complies with this at all times.*

DIRECT REPORTS: Corporate Functions Staff (casual)

RESPONSIBILITIES:

Functions

- To be "hands on" at all times and lead by example.
- Liaise with Chef and the kitchen regarding any food/dietary requirements as well as service times. Any changes must be advised immediately. To ensure that during service chatter is kept to a minimum and is service related only.
- To meet with client/organiser at the beginning of function to confirm all details of running sheet and check if there are any further requirements or changes and to confirm numbers. Chef to be notified immediately on any alterations.
- Be familiar with and demonstrate procedures in the setting up and service in all function areas.
- Be familiar with the set up and operation of audio/visual equipment and to ensure that all equipment is secured in the locked storeroom at the end of each function.
- Brief all food and beverage staff prior to function on all relevant details.
- Ensure that staff are maximising their work time at all times.
- Responsible to complete a Feedback Report on the completion of each function. This is to include final numbers of attendance, all feedback from customers, staff performance (individual and as a team) and an overview of presentation and service.
- To instruct waiting staff prior to the function on manner and type of service to be used.
- Supervise all employees to ensure that presentation meet Encore Group standard - uniforms, personal hygiene, presentation etc.
- To ensure all bar areas are maintained both in appearance and cleanliness at all times. Bars are to be inspected at the close of each shift.
- Ensure that function room is under personal supervision at all times.
- Ensure all practices comply with Occupational Health and Safety standards and Responsible Service of Alcohol.
- To coordinate staff during functions and to coordinate food during service times.
- On closing, lock and alarm the complex and ensure the stadium is also secure.

Administration

- Responsible for the cashiering and balancing of registers and floats at the end of each function.
- Assist with the induction and orientation of new staff to the functions department.
- Authorise staff time records at the end of each session with your signature. Ensure that no employee works in excess of six (6) hours without a 30 minute break. To understand and comply with the SANFL Catering Department Enterprise Bargaining agreement for casual staff with the SANFL.

General

- Must read and acknowledge service procedures manual and provide service accordingly.
- Must be available to work **ALL** event days including AFL home match days, SANFL Grand Final day, Christmas Day, Easter, Public Holidays, New Years Eve and all other celebrative days (ie Mothers' Day, Fathers' Day) if required.
- Must demonstrate a sound product knowledge of Encore Group function menus and wine lists.
- Must demonstrate confidence in conflict resolution and communicate all incidents with Manager.
- Lead by example and set a positive work environment, promoting team work and motivation.
- Must display a professional disposition at all times.
- Maintain a high degree of employee morale through on and off the job training, communication and recognition of employee effort.
- Approach all sensitive situations with diplomacy and control.
- To assist in all Encore Group areas when required, as directed.

Attire as per the following:

- Functions – Business Attire/Suit
- Administration – Business Attire/Suit