

Position Description

Title	Hospitality Site Supervisor	Date Prepared	1.6.26
Reports to	Hospitality Site Manager	Approved by	HR

POSITION SUMMARY

The purpose of the F&B Supervisor role is to deliver class leading experiences for the Partners, Management, and staff of EY, in accordance with TWG & EY's policies and procedures. The Hospitality Supervisor is responsible to support the Hospitality Manager with the day-to-day operational management of the Client Floors as well as working as part of a broader management team to ensure that overall performance targets are achieved in relation to client expectations, operational performance, profit contribution and quality standards.

The Hospitality Supervisor must be committed to providing class leading experiences, have an excellent understanding of the delivery of exceptional client services, as well as being driven, engaging and inspiring, have great communication skills, be highly self-motivated and enjoy working in a team environment that supports each other to exceed our clients' expectations.

JOB CONTEXT & ENVIRONMENT

This role entails working in a very high profile, challenging environment, often under high pressure and dealing with multiple priorities. This position therefore requires the individual to plan, organise, and prioritise their work to meet strict deadlines and provide timely and accurate information to all stakeholders. The F&B Supervisor needs to develop close working relationships with the client and team, to always ensure the highest standard of service, whilst still achieving all financial targets and all food safety and WH&S compliance.

KEY RESULT AREAS

- Financial
- Compliance
- Client Relationships & Employee Engagement
- Service Excellence
- Product & Project Management
- Green Plan awareness

Client Relationships

You will develop a close working knowledge of our client's organisation to understand their business needs. You will maximise opportunities to reinforce TWG & EY's value added service capability and build positive client relationships and customer loyalty.

- Drive a professional internal and external 'Customer Focused' culture.
- Establish and maintain key client/customer relationships through effective communication.
- Provide management and direction to the team ensuring KPI service level agreements are achieved consistently.
- Ensure that all client complaints are handled in a timely and effective manner ensuring escalation when required.

Role

- To create, communicate and lead people towards the TWG & EY's Experience.
- To organise and control the efficient and profitable running of the service operations.
- To ensure and promote customer satisfaction.
- To promote TWG ensuring the highest standards of service, product and hygiene.
- To lead by example and provide team members with support and empathy.
- Promote & market events unique products and services.
- Connect, educate and mentor the wider hospitality team on our operating standards.
- Monitor and manage levels of overtime in support of current labour policies and procedures.

Customer Service

- Ensure that team members maintain the highest levels of service.
- Ensure team members adhere to the grooming standards.
- Ensure that team members maintain accurate product knowledge.
- Respond to customer inquiries in an accurate and timely manner.
- Assist in the development of a passionate and caring service culture.
- Identify and implement measures to ensure that service exceeds our goals.
- Ensure all staff are familiar with menu items prior to service.
- Follow TWG & EY's standard guidelines with regards to presentation of services.
- Ensure a high level of customer service and satisfaction, by having adequate quantities of fresh food presented in a timely manner.
- Ensure Hospitality Services team adhere to the correct methods of food preparation.
- Compliant in all food safety policy and procedures.
- Proactively roster in advance for business demand, staff leave and absences.

Hygiene and Cleanliness

- Delivered in line with state and federal legislation and company policy.
- Adhere to TWG and EY grooming & uniform guidelines

People

- Lead and participate with teams to achieve results by planning, executing projects and tasks.
- Build upon the diverse experience, knowledge and skills of individuals to achieve service level agreements.
- Lead, guide and mentor the Hospitality Services team daily.
- Encourage and assist in the development of all employees.
- Ensure that succession planning is developed, and progression plans are managed accordingly.
- Build relationships with your peers and attend operational meetings.

General Duties

- Develop engagement through inspiration and approved EVP promotions.
- Learn, evaluate and use technology to increase the quality and efficiency of business performance.
- Liaise with the clients as required ensuring that all requests for catering are managed in a timely manner; responding to quotation requests and provide delivery of events.
- Consults with Chef regarding client's preferences and special requests, menu, and time and day of function
- Determines and arranges order requirements in ingredients and setting portions to ensure they are within budget
- Ensures that stocks are maintained to avoid operation glitches
- Comply with the legislative and company auditing procedures such as safety toolbox meetings, food safety audits, workplace WH&S inspections

- Ensure all paperwork is completed accurately and on time adhering to company policies and procedures
- Maintain records of payments and purchases, receipts and reports as requested
- Maintain all Company standards in line with the contract of employment.
- Creating an environment in which people of diverse backgrounds are motivated to achieve common goals at their highest level of performance.
- Support and impart your knowledge to your wider teams and encourage collaboration and issue resolution.

WH & S Policies and Procedures

- Understanding and comply with company WH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Knowledge of evacuation procedures.
- Ensure all team members have completed safety induction both on-line and classroom-based training

KEY RELATIONSHIPS:

External

- ✓ EY clients, visitors and key stake holders
- ✓ EY employees
- ✓ Suppliers of TWG
- ✓ Client of TWG
- ✓ Building & Tenancy Clients / Management

Internal

- ✓ Immediate team members
- ✓ Reception & Concierge
- ✓ Hospitality Experience Manager
- ✓ Hospitality Manager
- ✓ Oceania Executive Chef
- ✓ Oceania Hospitality Manager
- ✓ Head Chef & Kitchen
- ✓ Other team members of TWG Catering.

PERSONAL SPECIFICATIONS:

Experience

- ✓ A minimum of 2-3 years' experience in a similar role in a large high-profile corporate, café/restaurant or hotel environment
- ✓ You know how to create excellent client experiences
- ✓ You want to have positive interactions with all clients to support our brand values
- ✓ You've had experience leading teams and have a team player mentality and can easily multitask
- ✓ You lead from the front, are flexible, deal easily with change and cope well under pressure

- ✓ You're experienced in the delivery of a la carte, event dining services, have great waitering skills and a current RSA
- ✓ You're willing to take direction, are a problem solver and are open to learning new skills
- ✓ You're open and honest in the way you communicate and pride yourself on your integrity

Behavioural Attributes

- ✓ Personal Effectiveness / Interaction – Self manages in accordance with the TWG vision, demonstrates diplomacy when dealing challenging situations.
- ✓ Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWGs objectives.
- ✓ Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency.
- ✓ Practices continuous improvement by constantly reviewing processes and output to improve own deliverables.
- ✓ Balancing conflicting priorities – Identify and manage conflicting priorities.
- ✓ Resource Utilisation – Create and nurture networks of people within and outside TWG to obtain information and resources required to ensure things are done.
- ✓ Facilitates change – Prepare and manage the impact of change on self and others, to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust fairness and integrity governs how we behave.

LEADERSHIP:

We set the highest standards and lead by example. We generate new ideas that become industry benchmarks. We use our initiative to achieve these goals for our customers and ourselves.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We always take our responsibilities seriously and act ethically.

PERFORMANCE STANDARDS

Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome. Performance Standards will be discussed on the commencement of employment.

WORK ENVIRONMENT

Our catering service operates from our client premises EY.

INDICATIVE HOURS

You will be given notice of all shifts, which can fall on any days of the week, and the times of work will be dependent on booked services, meeting & events.

PHYSICAL DEMANDS

To perform the essential functions of this role, you must be able to stand for most of your working shift, lift and carry food service items, move equipment, load, and unload trolleys.

SALARY GUIDE

Details of your rate will be disclosed in your employment contract.

UNIQUE FEATURES OF POSITION

Ongoing training provided

Certain uniform items provided

Benefits as set out on Job advertisement & TWG Hub.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: