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|-------------------|----------------------------------|----------------------|-----------------|
| <b>Title</b>      | Food & Beverage Team Leader      | <b>Date Prepared</b> | 10 January 2024 |
| <b>Reports to</b> | Venue Manager/Operations Manager | <b>Approved by</b>   | HR              |

### Main Purpose of Role

The Food & Beverage Team Leader is responsible for leading Front of House service teams during events and daily hospitality operations. The role ensures exceptional customer service, efficient service delivery and adherence to Trippas White Group and venue standards.

This position is primarily event focused, including conferences, dinners, cocktail functions, commemorative events and VIP hospitality. When required, the Team Leader will also lead shifts within the venue cafés, supporting daily operations and maintaining consistent service standards across all hospitality outlets.

The Food & Beverage Team Leader leads by example, provides on-the-job coaching, supports the development of team members and works closely with kitchen and operational teams to deliver outstanding guest experiences.

### Key Responsibilities

#### Event Operations

- Lead Front of House teams during functions and events.
- Conduct pre-service briefings to ensure all team members understand service expectations, menus, dietary requirements and event timings.
- Allocate sections and responsibilities to staff.
- Monitor event timelines to ensure smooth service delivery.
- Liaise with kitchen, chefs, event coordinators and venue stakeholders throughout service.
- Respond professionally to client requests and operational issues.
- Assist with event set up, pack down and room resets.
- Ensure events are delivered in accordance with run sheets and venue requirements.

#### Café Operations

- Lead shifts within café operations when required.
- Ensure high standards of food and beverage service.
- Support efficient service during busy periods.
- Monitor presentation, cleanliness and customer experience.
- Assist with POS operations, cash handling and daily opening and closing procedures.

#### Customer Service

- Deliver exceptional hospitality and act as a role model for customer service.
- Build positive relationships with guests, clients and venue stakeholders.
- Resolve guest concerns professionally and escalate issues where required.
- Ensure all team members provide friendly, knowledgeable and efficient service.

#### Leadership and Team Development

- Lead by example and foster a positive team culture.
- Provide coaching, guidance and support to Food & Beverage Attendants.
- Assist with onboarding and training of new employees.
- Monitor staff performance during service and provide constructive feedback.
- Promote teamwork and effective communication between Front of House and Kitchen teams.

### Compliance including Work Health and Safety

- Ensure that the WHS program is implemented and employees are supervised and trained to meet requirements under the program
- Ensure all incident reports are recorded and documented as per company standard
- Ensure all team members are in possession of current RSA and Food Handler's Certificate
- Ensure knowledge of legislative requirements, particularly liquor licensing and food safety is current and relevant

### Measurement of Success

| Key Result Areas ( KRA's)              | Key Performance Indicators (KPI's)                                                                                                                                                                                                                                             |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Satisfaction                  | <ul style="list-style-type: none"><li>○ Obtain guest feedback at conclusion of service</li><li>○ Generate positive customer experiences to promote good word of mouth and repeat clientele.</li></ul>                                                                          |
| Administration and Internal Procedures | <ul style="list-style-type: none"><li>○ Code of Conduct is adhered to rigidly</li><li>○ Company Policy and Procedures are understood, promoted and followed</li><li>○ Complete daily reporting for distribution to TWG Daily Shift Report and Venue Leadership team.</li></ul> |
| Compliance                             | <p>Compliance with (including but not limited to):</p> <ul style="list-style-type: none"><li>○ Trippas White Group Policies and Procedures</li><li>○ Liquor Licensing</li><li>○ Food Safety Regulations</li><li>○ WH&amp;S</li><li>○ Incident Reporting</li></ul>              |
| Other Duties                           | <ul style="list-style-type: none"><li>○ Undertake any other reasonable duties within the scope of the position, as directed by management, to support business and operational requirements.</li></ul>                                                                         |

### 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:** \_\_\_\_\_