

Position Description

Main Purpose of Role

Title	Theatre Bars Supervisor	Date Prepared	04.05.26
Reports to	Theatre Bars Operations Manager	Approved by	HR

The Theatre Bar Supervisor is responsible for overseeing the daily operations of the bar within a theatre venue. This includes supervising bar staff, ensuring excellent customer service, maintaining stock levels, and ensuring compliance with licensing laws and health & safety regulations.

Key Responsibilities

- Support the Bar Management team in day-to-day bar operations, ensuring smooth and efficient service delivery across all pre-show, interval, matinee, and post-show service periods.
- Oversee and lead a large team, ensuring effective floor and bar deployment, efficient queue management, exceptional speed of service, and a consistently high standard of guest experience.
- Monitor and manage stock control, ordering, and wastage, ensuring staffing levels and inventory meet operational needs at all times.
- Deliver ongoing staff training, coaching, and on-the-job development to enhance individual and team performance, and ensure adherence to service standards.
- Provide prompt, professional, and empathetic resolution to customer concerns and complaints, maintaining a positive and welcoming atmosphere for both guests and staff.
- Conduct thorough opening and closing procedures for all bar areas, including accurate cash handling, float management, and end-of-shift reconciliation.
- Ensure full compliance with Responsible Service of Alcohol (RSA), NSW liquor licensing legislation, and all TWG & Sydney Opera House policies and procedures.
- Maintain high standards of cleanliness, presentation, and hygiene across all bar areas in line with food safety requirements and venue expectations.
- Respond to customer feedback, incidents, and operational issues calmly, professionally, and in a timely manner, escalating to management where appropriate and ensuring accurate documentation.
- Ensure all delegated tasks and responsibilities are completed to the required standard, with relevant checklists and shift reports completed accurately and on time.
- Communicate clearly and professionally with Bar Management, Front of House, and other departments to support cohesive venue operations.
- Act as a positive role model and cultural ambassador for the team, upholding TWG & Sydney Opera House values and fostering a respectful, inclusive, and high-performing work environment.
- Assist in the onboarding of new staff, ensuring they are inducted, trained, and supported to meet the expectations of the role.
- Take ownership of finding practical solutions within delegated authority, act with confidence and good judgement under pressure, and escalate to management promptly when a situation requires further support.

Measurement of Success

Key Result Areas (KRA's)	Key Performance Indicators (KPI's)
Operational Excellence	• Bar areas are open and fully operational before each service period with limited avoidable delays • Opening and closing procedures are completed accurately and on time for 100% of shifts • All checklists are completed fully and correctly for every shift • Float and cash reconciliation discrepancies kept within accepted variance threshold • Proactively identify, assess, and resolve operational, service, and people-related issues as they arise during shifts.

Guest Experience & Service Standards	• Queue wait times are managed and cleared ahead of show starting during peak periods • Customer complaints are resolved at point of contact without escalation in the majority of cases • Positive guest feedback and compliments received regularly
Team Leadership & Performance	• Staff are deployed effectively across bar areas to meet operational demands • Team briefings are conducted before each service period • Performance issues are identified and addressed promptly and constructively • Staff punctuality and absenteeism rates are within acceptable benchmarks
Staff Training & Development	• All new staff complete induction and service training before their first solo shift • Ongoing coaching and on-the-job training delivered regularly across the team • Training gaps are identified and addressed in a timely manner
Compliance & Responsible Service of Alcohol	• RSA breaches or liquor licensing violations during supervised shifts are avoided – any breaches are addressed promptly • All staff under supervision demonstrate RSA-compliant behaviour at all times – any breaches addressed promptly • Incidents are documented and escalated in accordance with TWG & Opera House policies • Regular compliance checks are conducted and recorded
Stock & Inventory Management	• Stock levels are monitored and orders placed in line with operational requirements • Wastage is tracked and kept within acceptable limits • Stock discrepancies are identified and reported promptly • Bar areas are never unable to serve due to stock shortfalls
Venue Presentation & Hygiene	• All bar areas meet cleanliness and hygiene standards before, during, and after service • Food safety and hygiene requirements are adhered to at all times. • Any presentation or maintenance issues are reported and actioned promptly
Communication & Cross-Departmental Collaboration	• Relevant information is communicated to the management team in a timely and accurate manner • Effective working relationships are maintained with FoH and other departments. • Incidents, concerns, and operational updates are escalated appropriately and without delay. • Handover notes and shift reports are completed consistently and to a high standard

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: _____

