

Thank you for your interest in the position of:



Assistant Manager @ The Forge Pizzeria

Please find below some information about the position and the Application Form. If you have any additional questions about this position, please contact Fleur Ryall (Human Resources Manager) on 0418 123 919 or info@theforgepizzeria.com.

<u>ASSISTANT MANAGER</u>	
Employment Status:	Ongoing
Employment Type:	Full time (part time applicants will also be considered)
Commencement Date:	Immediate start
Hours:	38 hours per week, plus reasonable overtime, to be worked to an agreed roster. Will be required to work weekends and/or evenings.
Location:	Restaurant - 14 Armstrong Street North, Ballarat
Specific Requirements:	Responsible Service of Alcohol Current Victorian Driver's Licence
Agreement:	Restaurant Industry Award 2010
Classification:	Level 5
Salary:	Dependent on skills and experience
Probationary Period:	This position may be subject to a 6 month probationary period.
Leave:	All leave entitlements (eg. personal leave, annual leave) are paid in accordance with the Restaurant Industry Award 2010 and the National Employment Standards.
Pre-Employment Medical:	It may be a condition of employment that applicants undertake a pre-employment medical examination at the cost of The Forge Pizzeria. The medical examination is to certify if the successful applicant is capable of carrying out the physical demands of the position.

HOW TO APPLY

If you are interested in this position, please complete an Application Form and send, along with a current resume, to:

The Forge Pizzeria
Att: Fleur Ryall
14 Armstrong St Nth
BALLARAT VIC 3350

OR

info@theforgepizzeria.com
(Include position title in subject)

BY TUESDAY 9 MAY 2017

POSITION DESCRIPTION



TITLE	Assistant Manager
CLASSIFICATION	Level 5
AWARD	Restaurant Industry Award 2010
INCUMBENT	
REPORTS TO	Front of House Manager
WORK LOCATION	Restaurant - 14 Armstrong Street North, Ballarat

CONTEXT

Established in 2010 by brothers Chris and Tim Matthews, The Forge Pizzeria creates delicious woodfired pizzas and a contemporary Italian menu, with a focus on fresh local produce and high quality deli ingredients. We pride ourselves on perfection, passion and a fun, laid-back atmosphere.

The current business areas are:

Central Ballarat Restaurant

Location: 14 Armstrong Street North, Ballarat
Capacity: 150 seat restaurant, with outdoor dining options available.
Style: Providing a full restaurant service with a contemporary Italian menu.
Operating since: October 2012
Operating hours: 12pm to 10pm, Monday to Sunday

Alfredton Restaurant

Location: 1771 Sturt Street, Alfredton
Capacity: 20 seat restaurant, with outdoor dining options available.
Style: Predominantly takeaway woodfired pizzas. Dining in and other menu options available.
Operating since: October 2010
Operating hours: 12pm to 9pm, Monday to Friday; 4pm to 9pm Saturday and Sunday

Housey Housey Functions and Event Space

Location: 12 Armstrong Street North, Ballarat
Capacity: 300 standing; 250 sit-down
Style: A functional and adaptable space suitable for a wide range of functions and events.
Operating since: December 2015

Mobile Catering Service (Rolling Ovens)

What: Two woodfired pizza ovens on trailers with portable storage and food preparation equipment, that can be transported off-site for a variety of private and public events and festivals.
Operating since: December 2011

ABOUT THE ROLE

The Assistant Manager is responsible for supporting the Front of House Manager with the management of all Front of House staff and restaurant procedures. The Assistant Manager is responsible for ensuring a quality customer experience at the Armstrong Street Restaurant.

DUTY OF CARE

The Assistant Manager will be required to fulfil all duties, as outlined in this position description, to the best of their ability. The Assistant Manager will always act with the best interests and intentions of The Forge Pizzeria brand and the company. The Assistant Manager will treat customers, staff and others with respect and courtesy.

BUSINESS RELATIONSHIPS

Reports to: Front of House Manager

Internal Liaisons: Head Chef
Sous Chef
Back of House Staff
Events Manager
General Manager
Finance Coordinator
Operations Coordinator
Shift Managers
Human Resources Manager

Supervises: Front of House Team Leaders
Front of House Staff

DECISION MAKING

The Assistant Manager will be responsible for the operational and service requirements of the Front of House area at the Armstrong Street Restaurant, including superior service of food and beverages to Forge customers, creating a harmonious and welcoming environment for customers, the motivation and supervision of staff, stock control, and the maintenance and development of The Forge Pizzeria brand. The Assistant Manager will be required to perform all duties to a high and acceptable standard and with the guidance and support available from the Front of House Manager, will be responsible for making all decisions relating to the management of the Front of House area.

DUTIES

The Assistant Manager's role consists of:

Provision of quality service

- Ensure the delivery of an excellent customer experience for all Forge customers.
- Provide accurate, efficient and friendly service of food and beverages to all Forge customers.
- Ensure the Armstrong Street Restaurant and its staff upholds The Forge service standards.
- Build excellent rapport with customers, and be attentive to specific customer details such as regulars, tourists, customers with specific dietary requirements, etc.
- Resolve any customer complaints about food quality and/or service during a shift.
- Document any service issues, and follow through to ensure service is continually improving.
- Contribute to the development and improvement of the food and beverage menu.
- Ensuring the delivery of a quality and consistent product and experience.

Management of Front of House / Service Area

- Manage all bookings for the Armstrong Street Restaurant.
- Assist with the upkeep and management of the bookings and Point of Sale systems.
- Manage the daily cleaning schedule of the Front of House and general restaurant areas to ensure the sanitation standards are kept at a high level.
- Be responsible for the close procedures for the Front of House area and general restaurant areas.
- Ensure the venue is adhering to the legal requirements, especially in relation to Responsible Service of Alcohol, Food Handling Practices, liquor licensing, etc.
- Ensure a safe and compliant environment for all staff, customers and suppliers.
- Compliance with the Food and Safety Program.

Finance

- Reconciliation of all monies and Point of Sales systems at the conclusion of each shift.
- Liaise with the Finance Coordinator regarding banking processes for the Armstrong Street Restaurant, including troubleshooting any financial anomalies.
- Assist with the achievement of forecast targets, including but not limited to, sales to wage ratios and Cost of Goods Sold (COGS), for the Armstrong Street Restaurant.

Maintenance of venue and equipment

- Take a proactive approach to the maintenance of the venue and its equipment, including assisting with the planning and implementation of any works/upgrades to ensure the restaurant can operate efficiently and with minimal disruption to the customers and staff.
- Liaise with the Operations Coordinator regarding any maintenance/repairs required in the venue or equipment.

Stock Control

- Assist with the coordination of all ordering and deliveries of stock for the Front of House area.
- Manage the stock levels for the Front of House area.
- Maintain great relationships with suppliers.

Management of staff

- Lead the Front of House team during service, including allocation of duties and responsibilities.
- Assist with the evaluation, updating and communication of Front of House processes and procedures for all Front of House staff.
- Assist with the management of communication systems for Front of House staff.
- Assist the Front of House Manager and Human Resources Manager with the recruitment of new employees.
- Induct and assist with the development of training plans for all new staff.
- Provide on-the-job training.
- Provide constructive feedback to Front of House staff.
- Ensure all Front of House staff are complying with Health and Safety regulations.
- Deal with any minor staff issues promptly and effectively. More serious issues are to be escalated to the Front of House Manager/Human Resources Manager.

Rostering

- Assist with the development and planning of the Front of House roster.
- Continually review the roster, with consideration for bookings, events and other external factors, and in consultation with other key staff, to ensure efficient staffing levels.
- Liaise with the Front of House Manager and the Human Resources Manager regarding employee performance management, training needs and skill levels.
- Approve timesheets for Front of House staff at the conclusion of each shift.

- There will be other duties that will be required by the Assistant Manager at the request of The Forge Pizzeria Pty Ltd, by the individual Directors or management representatives thereof.

SKILLS AND ATTRIBUTES

Skills and attributes that the Assistant Manager should possess and display:

- Excellent customer service skills.
- Passionate about the hospitality industry and building rapport with customers.
- Ability to read the play and show initiative.
- Exceptional time management skills.
- Extensive food/beverage knowledge.
- Excellent and efficient food and beverage preparation skills, including barista skills.
- Professional and genuine demeanour.
- Accuracy and attention to detail, particularly in relation to food quality, service standards and administrative tasks.
- Excellent money handling skills, and an understanding of basic financial management requirements.
- Ability to follow instructions, if required.
- Ability to operate without direct supervision, including displaying initiative and problem solving as required.
- Ability to supervise, motivate and train staff.
- Ability to create and maintain a safe and healthy work environment.
- Excellent verbal and written communication skills.
- Ability to adapt quickly and positively to changes.
- Desire to improve skills and knowledge, and to accept and act upon constructive feedback.

EXPERIENCE

- Extensive experience working in a similar hospitality / customer service role.
- Extensive experience supervising, motivating and training staff.

QUALIFICATIONS

The Assistant Manager must have the following qualifications:

- Victorian Responsible Serving of Alcohol Certificate

THE FORGE PIZZERIA VALUES

The Forge Pizzeria has established a set of values that are relevant to all employees. The Assistant Manager must be setting the standard and leading the team for each of these values:

- Passion
- Delegation and Responsibility
- Respect for others

- Work ethic
- Team oriented
- Initiative
- Positive Leadership
- Positive Attitude
- Communication
- Prioritise

HEALTH AND SAFETY

From a Health and Safety perspective The Forge Pizzeria is committed to providing a safe and compliant environment for all staff, customers and stakeholders. All staff are required to:

- Adhere to any relevant Policies and Procedures
- Report hazards and other unsafe practices
- Report injuries as soon as possible to your Manager/Supervisor
- Commit to the continuous improvement of Policies and Procedures relating to safety and the general operation of the business.

APPLICATION FORM



Position: ASSISTANT MANAGER
Applications Close: TUESDAY 9 MAY 2017

Name: _____ D.O.B: _____

Address: _____

Phone: _____

Email: _____

1. Do you have a current driver's licence? YES / NO

2. Do you have a current police check? YES / NO

a. If "No", would you be willing to undertake a police check? YES / NO

3. Do you have a current (less than 3 years old) RSA? YES / NO

4. Are you an Australian citizen? YES / NO

If No, do you have either of the following documents which gives you the legal right and permission to work in Australia.

a. Certificate of evidence of resident status: YES / NO

b. Valid visa with work right: YES / NO

5. Would you be willing to undertake a pre-employment medical assessment, if required? YES / NO

6. Please detail your experience and/or qualifications most relevant to the position of Assistant Manager.

7. Tell us about a time when you have provided superior customer service.

8. Tell us about a time when you have shown initiative in the workplace.

9. When working in a high-pressure environment, how do you ensure you achieve all that is required of you?

10. Tell us about your experience supervising and leading staff.

11. Why would you like to work for The Forge Pizzeria?

12. What motivates you in life/work?

13. What are your best qualities that you will bring to The Forge?

14. When are you available to work?

	MON	TUES	WED	THURS	FRI	SAT	SUN
FROM							
UNTIL							

15. Are you able to provide the details of two professional referees?

1.
2.

Please include a copy of your current resume with your application.

Signature of Applicant: _____

Date: _____

PLEASE SEND YOUR APPLICATION AND CURRENT RESUME TO:

The Forge Pizzeria

Att: Fleur Ryall

14 Armstrong St Nth

BALLARAT VIC 3350

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