

Thank you for your interest in the position of:



# Front of House 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 call Stacey McCartin on 53 376 635.

<b><u>FRONT OF HOUSE MANAGER</u></b>	
<b>Employment Status:</b>	Ongoing
<b>Employment Type:</b>	Full time
<b>Commencement Date:</b>	Immediate start
<b>Hours:</b>	To be worked to an agreed roster. Will be required to work weekends and evenings.
<b>Location:</b>	14 Armstrong Street North, Ballarat
<b>Specific Requirements:</b>	Responsible Service of Alcohol
<b>Agreement:</b>	Restaurant Industry Award 2010
<b>Classification:</b>	Level 5
<b>Probationary Period:</b>	This position may be subject to a 6 month probationary period.
<b>Leave:</b>	All leave entitlements (eg. personal leave, annual leave) are paid in accordance with the Restaurant Industry Award 2010 and the National Employment Standards.
<b>Pre-Employment Medical:</b>	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: Stacey McCartin  
14 Armstrong St Nth  
BALLARAT VIC 3350

OR [info@theforgepizzeria.com](mailto:info@theforgepizzeria.com)  
(Include position title in subject)

***BY TUESDAY 26 SEPTEMBER 2017***



## Position Description

**TITLE** Front of House Manager – Armstrong Street

**CLASSIFICATION** Level 5

**AWARD** Restaurant Industry Award 2010

**INCUMBENT**

**REPORTS TO** Restaurant Manager

**WORK LOCATION** 14 Armstrong St Nth, Ballarat

### CONTEXT

Established in 2010 by brothers Chris and Tim Matthews, The Forge Pizzeria creates delicious woodfired pizzas made with fresh local produce and high quality deli ingredients. We pride ourselves on pizza perfection, passion and a fun laid-back atmosphere. There is a fully serviced 200 seat restaurant in Armstrong Street, Central Ballarat, which complements the 20 seat take-away store in Sturt Street, Alfredton. There are two rolling pizza ovens which operate at various functions and events and our own functions space Housey Housey, located next to our Armstrong Street restaurant.

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

## **DUTY OF CARE**

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

## **BUSINESS RELATIONSHIPS**

Reports to:                 Restaurant Manager  
                                   Directors

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 Assistant Manager  
                                   Front of House Team Leaders  
                                   Front of House Staff

## **DECISION MAKING**

The Front of House Manager will be responsible for the operational requirements of the Front of House area at the Armstrong Street Restaurant, including the supervision of staff, ensuring a quality customer experience, training, stock control, quality control and maintaining and developing The Forge Pizzeria brand. The Front of House Manager will be required to perform all duties to a high and acceptable standard and with the guidance of the Restaurant Manager, will be responsible for making all decisions relating to the management of the restaurant, including delegation of tasks and management of staff.

## **DUTIES**

The Front of House 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 / weekly cleaning checklists 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 Restaurant Manager regarding any maintenance/repairs required in the venue or equipment.

## Stock Control

- Coordinate all ordering and deliveries of stock for the Front of House area
- Maintain a up to date record of all orders placed and expectant deliveries for the week
- Communicate all orders to assistant manager through up to date records
- Manage the stock levels for the Front of House area
- Conduct a stock take at the end of the month for all front of house stock
- Maintain great relationships with suppliers
- Ensure all empty kegs are collected and picked up at the end of each week
- Ensure all open kegs are degassed when not required in the restaurant

## 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 Restaurant 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 Restaurant Manager / Human Resources Manager.

## Rostering

- Assist with the development and planning of the Front of House roster.
- Manage shift swaps and allocations by approving on Easy Employer
- 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 Restaurant Manager / Front of House Assistant 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 Front of House 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 Front of House 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 Front of House Manager should have the following qualifications:

- Victorian Responsible Serving of Alcohol Certificate
- Victorian Responsible Serving of Alcohol Advanced / Liquor license first step

## **THE FORGE PIZZERIA VALUES**

The Forge Pizzeria has established a set of values that are relevant to all employees. The Front of House 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: **FRONT OF HOUSE MANAGER**  
Applications Close: **TUESDAY 26 SEPTEMBER 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. 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

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

5. Please detail your experience and qualifications most relevant to the position of Front of House Manager.


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


7. When are you available to work?

	MON	TUES	WED	THURS	FRI	SAT	SUN
FROM							
UNTIL							

8. What are your hobbies/interests?


9. What motivates you in life/work?


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


11. If required, are you able to provide the details of two professional referees?


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: Stacey McCartin  
14 Armstrong St Sth  
BALLARAT VIC 3350

OR

info@theforgepizzeria.com  
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