

Thank you for your interest in the position of:



Front of House Team Leader @ The Forge Pizzeria

Please find below some information about the position and how to apply.

If you have any additional questions about this position, please contact our Human Resources Manager, Fleur Ryall on 0418 123 919 or info@theforgepizzeria.com

<u>FRONT OF HOUSE TEAM LEADER</u>	
Employment Status:	Ongoing
Employment Type:	Full time or part time
Commencement Date:	To be negotiated
Hours:	Full time: 38 hours per week, plus reasonable overtime, or Part time: As agreed. *** Must be available to work weekends and/or evenings***
Location:	Restaurant: 14 Armstrong Street North, Ballarat, and/or Restaurant: 1771 Sturt Street, Ballarat
Agreement:	Restaurant Industry Award 2010
Classification:	<ul style="list-style-type: none">• Level 3, or• Applicants seeking to commence a Hospitality Apprenticeship will also be considered.
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

OR

info@theforgepizzeria.com

14 Armstrong St Nth

(Include position title in subject)

BALLARAT VIC 3350

BY TUESDAY 9 MAY 2017

POSITION DESCRIPTION



TITLE	Front of House Team Leader
CLASSIFICATION	Level 3 or Apprenticeship
AWARD	Restaurant Industry Award 2010
INCUMBENT	
REPORTS TO	Front of House Manager Assistant Manager
WORK LOCATION	Restaurant: 14 Armstrong Street North, Ballarat, and Restaurant: 1771 Sturt Street, Alfredton

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 Front of House Team Leader is responsible for leading the Front of House staff and all Front of House procedures throughout a shift. The Front of House Team Leader is responsible for ensuring a quality customer experience in all Forge venues.

DUTY OF CARE

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

BUSINESS RELATIONSHIPS

Reports to: Front of House Manager
 Assistant Manager

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

Supervises: Front of House staff

DECISION MAKING

The Front of House Team Leader will be responsible for the operational requirements of the Front of House area of the Forge venues throughout a shift, including the supervision of staff, ensuring a quality customer experience, and maintaining The Forge brand. The Front of House Team Leader will be required to perform all duties to a high and acceptable standard and, with guidance available from the Front of House Manager/Assistant Manager, will be responsible for making all decisions relating to running the Front of House team during a shift, including delegation of tasks and providing a quality customer experience.

DUTIES

The Front of House Team Leader'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.
- Document and resolve any customer complaints about food quality and/or service during a shift.
- Ensuring the delivery of a quality and consistent product and experience.

Management of Front of House / Service Area

- Process immediate bookings for the Restaurant and assist the Front of House Manager/Assistant Manager with the preparation and planning of future bookings.
- 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 at the end of shift for the Front of House area.
- Ensure the venue is adhering to the legal requirements, especially in relation to Responsible Service of Alcohol, Food Handling Practices, liquor licensing, etc, during a shift.
- 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.

Stock Control

- Assist the Front of House Manager with the management of stock and deliveries 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.
- Communicate Front of House processes and procedures to all Front of House staff.
- Assist with the induction and training of all new employees.
- Provide guidance and support to Front of House staff.
- Ensure all Front of House staff are complying with Health and Safety regulations.

Rostering

- Assist the Front of House Manager/Assistant Manager with the management of immediate rosters, with consideration for bookings, events and other external factors, and in consultation with other key staff, to ensure efficient staffing levels.
- Assist the Front of House Manager/Assistant Manager with the approval of timesheets for Front of House staff.

- There will be other duties that will be required by the Front of House Team Leader 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 Team Leader 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.
- Excellent 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.
- Ability to follow instructions, if required.
- Ability to operate without direct supervision at times, 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.
- Experience supervising and training staff.

QUALIFICATIONS

The Front of House Team Leader must have the following qualifications:

- Victorian Responsible Serving of Alcohol

THE FORGE PIZZERIA VALUES

The Forge Pizzeria has established a set of values that are relevant to all employees. The Front of House Team Leader 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
- Prioritisation

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 TEAM LEADER
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 Front of House Team Leader.

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

OR

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

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