

Thank you for your interest in the position of:



Restaurant 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.

<u>RESTAURANT MANAGER</u>	
Employment Status:	Ongoing
Employment Type:	Full time
Commencement Date:	By mutual agreement
Hours:	To be worked to an agreed roster. Will be required to work weekends and evenings.
Location:	14 Armstrong Street North, Ballarat
Specific Requirements:	Responsible Service of Alcohol
Agreement:	Restaurant Industry Award 2010
Classification:	Level 5
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: Stacey McCartin
14 Armstrong St Nth
BALLARAT VIC 3350

OR info@theforgepizzeria.com
(Include position title in subject)
BY FRIDAY 16 AUGUST 2019



Position Description

TITLE	Restaurant Manager – Armstrong Street
CLASSIFICATION	Level 5
AWARD	Restaurant Industry Award 2010
INCUMBENT	
REPORTS TO	Directors
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 is also an Events and Functions aspect to the business which includes a function space, "Housey Housey" located at 12 Armstrong Street North, next to the restaurant and three rolling pizza ovens.

The current business areas are:

Central Ballarat Restaurant

Location: 14 Armstrong Street North, Ballarat
Capacity: 200 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: Three 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 Restaurant Manager is responsible for the management of all Front of House staff and all Front of House procedures. The restaurant Manager will be committed to achieving the overall goals of the venue. The Restaurant Manager is responsible for ensuring a quality customer experience at the Armstrong Street Restaurant.

DUTY OF CARE

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

BUSINESS RELATIONSHIPS

Reports to: Directors

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

Supervises: Front of House Team Leaders
Front of House Staff

DECISION MAKING

The Restaurant 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, rostering, menu development, relevant financial targets, stock control, ordering of drinks, quality control and maintaining and developing The Forge Pizzeria brand. The Restaurant Manager will be required to perform all duties to a high and acceptable standard, reporting to the Directors. They will be responsible for making all decisions relating to the management of the restaurant, including delegation of tasks and management of staff. The Restaurant Manager will be required to report to management and directors at relevant monthly meetings or similar.

DUTIES

The Restaurant 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.
- Lead and contribute to the development and improvement of the respective food and beverage menu.
- Ensuring the delivery of a quality and consistent product and experience.
- Provide constructive feedback and thorough recommendations for improvements in the above.

Management of Front of House / Service Area

- Manage all bookings for the Armstrong Street Restaurant.
- Manage with the upkeep and management of online and phone bookings and Point of Sale systems.
- Assist with developments and improvements relating to current systems including telephone, IT, POS and bookings.
- Manage cleaners and contractors relevant to Front of House and service areas.
- 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.
- Be responsible for all cleaning aspects of the restaurant including but not limited to the restaurant floor, bar area, kids area and back of house areas including drinks dry store and fridges.
- Ensure the venue is open and 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 Finance regarding banking processes for the Armstrong Street Restaurant, including troubleshooting any financial anomalies.
- Coordinate the banking processes for the Armstrong Street Restaurant.
- Manage and attain forecast targets, including but not limited to, sales to wage ratios and Cost of Goods Sold (COGS), for the Armstrong Street Restaurant, with a specific focus on Front of House and delegated areas.
- Ensure expenditure remains within budget and ratio targets.
- Commit to forecast targets.
- Understand and follow instructions relating to financial management including but not limited to inventory, budgets, revised targets or temporary measures to increase productivity.

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 Directors regarding any maintenance/repairs required in the venue or equipment.

Stock Control

- Manage the entire beverage stock including beer, wine, coffee and non alcoholic soft drinks and water.
- Manage ordering, transfer and deliveries of stock at the Armstrong Street restaurant, and coordinate Front of House beverages for Sturt Street restaurant and Housey Housey.
- Coordinate all proposed orders to be placed through to the accounts department before orders are placed with suppliers.
- Maintain an up to date record of all orders placed and expectant deliveries for the week.
- Confirm all received deliveries and provide approved and signed invoices to the accounts department.
- Communicate all orders to team leaders and events managers through up to date records.
- Manage the stock levels for the Front of House area at Armstrong Street and Sturt Street

- Conduct a stock take at the end of each week for all front of house stock including and not limited to all drinks, coffee cups and lids, straws, hot chocolates and coffee beans.
- Maintain great relationships with suppliers.
- Ensure all tapped kegs that are not being used are placed in the back coolroom with the label stating when they were tapped and degassed.
- 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.
- Manage the evaluation, updating and communication of Front of House processes and procedures for all Front of House staff.
- Be involved in the development of a harmonious and engaging employee culture.
- Manage employee communication systems for the Armstrong Street Restaurant, in consultation with other Forge venues.
- Liaise with Human Resources regarding staffing requirements, including the recruitment of new employees and succession planning.
- Induct and assist with the development of training plans for all new staff.
- Coordinate the training and professional development of all restaurant employees.
- Provide on-the-job training to all staff.
- Provide constructive feedback to Front of House staff.
- Ensure all restaurant employees are complying with all relevant policies and regulations, with a particular focus on 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

- Liaise with the Head Chef, Events Manager, Sturt Street Restaurant Manager to prepare and publish the roster.
 - Manage all shift swaps for Front of House staff and allocations by approving on Easy Employer.
 - Print the team sheets each week for Armstrong Street restaurant.
 - 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 Human Resources Manager regarding employee performance management, training needs and skill levels.
 - Approve timesheets for Front of House and Back of House staff at the conclusion of each shift.
 - Approve employee leave requests for front of house staff, in consultation with other Forge venues and business units.
 - Meet budgets and ratios provided for Armstrong Street.
 - Attend monthly meetings with the Finance Manager and on occasion the Directors, to ensure targets and rations are continually being met.
- There will be other duties that will be required by the Restaurant Manager at the request of The Forge Pizzeria Pty Ltd, by the individual Directors or management representatives thereof.

Marketing and Development

- Assist with the development and improvement of the venue, to ensure it is meeting the demands of the customers and the overall strategic direction of the business.
- Contribute to the overall look and feel of the venue and menu.
- Assist with the development and implementation of promotional ideas and activities.
- Development of strategies to improve the overall profitability of the Alfredton Restaurant.

- Enhance and endorse The Forge brand and strategic direction.

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

Training and Development

- Attend training and development days with staff from The Forge Pizzeria.
- Implement new training systems throughout the Armstrong Street restaurant.
- Assist and implement new policy and procedures relevant to Armstrong Street.

SKILLS AND ATTRIBUTES

Skills and attributes that the Restaurant 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.

QUALIFICATIONS AND EXPERIENCE

The Restaurant Manager should have the following qualifications and experience:

Mandatory

- Victorian Responsible Serving of Alcohol Certificate
- Extensive customer service experience.
- Experience leading teams and supervising employees.

Ideal

- Victorian Responsible Serving of Alcohol Advanced/ Liquor license first step
- A current driver's licence
- Relevant Food Safety Supervisor Certificate
- Licensee's First Step Certificate
- Financial management experience.
- Business management experience.

THE FORGE PIZZERIA VALUES

The Forge Pizzeria has established a set of values that are relevant to all employees. The Restaurant 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: **RESTAURANT MANAGER**
Applications Close: **FRIDAY 16 AUGUST 2019**

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 Restaurant 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
(Include position title in subject)
FRIDAY 16 AUGUST 2019