

Berry Springs Tavern

Job Description General Clerk

Reports to the Manager / Director

Position description:

Remuneration is above award and determined based on skill and experience. Details will be fully outlined in the letter of offer accompanying this document. This role encompasses supporting the Duty Managers, Company Directors in all administrative aspects of the daily venue operations including but not limited to:

Duties & Responsibilities

- Present to work on time as per rostered shift ensuring cleanliness and high standard of presentation.
- Actively perform and oversee and ensure compliance of daily operational shift tasks required in the FOH service operation.
- Co-ordinate, host and record regular staff and Duty Manager meetings ensuring items actioned and followed up.
- To monitor the till reconciliations on a daily basis, Investigate and resolve any transaction discrepancies, customer service or quality and standard issues and where required report any discrepancies or areas of concern to the Manager.
- Manage All components of social media and electronic platforms including Facebook, Instagram and
- Support the Manager in delivery of product and service, including special events.
- Monitor and review all customer communication including managing and responding to complaints, concerns and feedback and service the rosters and provide feedback to the Manager where necessary.
- Effectively plan, coordinate and execute marketing strategies across all electronic and in venue platforms.
- Effective assessment of resource demands and action any necessary coverage due to absences. Communicate changes to Manager.
- Support the Manager in coordinating and delivering training for all aspects of front of house, to ensure that customer expectations are exceeded.
- Support the Manager in ensuring compliance with all employees' initial induction and accurate reconciliation of all relevant paperwork.
- Monitor the floor staff appearance, address and report any issues to the Manager.
- Support the head chef in ensuring excellent communication and a good relationship is maintained between the front of house and kitchen team on shift.
- Promote the restaurant and functions to potential clients.
- Monitor and ensure a high standard of hygienic food handling practice and cleanliness of all front of house staff.
- Carry out any other duties as advised from time to time.
- Always maintain professional attitude and manner.
- Ensure employee awareness of safety and emergency procedures and WHS standards are implemented.

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- Provide exceptional customer service and ensure the employees also provide the same level of service.
- In the absence of the Manager, order stock and consumables where necessary. Seek guidance from the Manager in ensuring effective cost, supplier and product comparisons are made to make the most cost effective purchases.
- To ensure at all times that all staff are adhering to the Policies and Procedures of BST
- To ensure that all staff are aware of their customer service obligations and that our service is always a premium
- Address any maintenance issues that arise on shift and as required
- Ensure the cleanliness of the venue at all times
- Where directed by the Manager perform weekly stocktakes.
- Liaise with the Manager in regards to any promotions, specials and day to day issues daily consultation are desirable.
- Liaise with the kitchen team in relation to daily specials, special events / functions and any relevant customer feedback.

Work Health Safety

- Undertake all duties in a safe and responsible manner so as not to put workers, customers, suppliers/contractors and the environment at risk.
- Comply with all company policies, procedures and instructions.
- Use materials, handling equipment, knowledge and resources provided to minimize wastage, spoilage, accidents, incidents, contamination or injury.
- Report to the Manager any unsafe practice or condition which may put workers, customers, suppliers/contractors or the environment at risk.
- Keep abreast of all safety communications and ensure staff compliance with such, keeping documented records where required for safety audit purposes.

Communication & Customer Service

- Oversee the shift ensuring staff maintain a consistently high level of customer service and positive and productive communication with internal Management & staff, delivery personnel and customers.
- Handle customer complaints in line with company policies and procedures with the aim to ensure customer satisfaction. Refer any escalated issues to the Manager
- Support the Manager in coordinating and participating in training and product knowledge sessions, menu awareness and relevant service techniques, including on the job research.
- Have regular contact with customers and maintain a consistent high level of customer service.
- Offer customers detailed food descriptions, recommendations and food and beverage options, ensuring all staff do the same.
- Contribute ideas and feedback in the development of the business.
- Oversee and ensure servers consistently and actively assess, anticipate and meet customers' needs and respond quickly without losing focus or projecting a mood that detracts from the customers' experience. This requires practical knowledge of industry customer service standards

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- Oversee and ensure servers communicate clearly and in a friendly and professional manner with customers, suppliers, co-workers and managers. They must understand instructions, read any written company memos and policies / procedures and communicate with Duty Managers / managers where clarification is required.
- Interpersonal Relationships: adapting to different personalities of customers and co-workers without losing focus. Extreme familiarity or conflicts with co-workers often weaken a team-orientated environment. Any such issues should be managed and resolved appropriately.

Security & Loss Prevention

- Maintain full awareness of others movements in your restaurant / bar workspace & cool rooms at all times. Monitor and report to the Manager any unusual or suspicious occurrences. Report any significant events to Company Directors.
- Maintain awareness and oversee control of the bar stock using loss prevention techniques, including but not limited to FIFO, effective stock rotation and storage. Close monitoring of Fridge and freezer temperatures.
- Ensure company policies and procedures for securing the premises upon closure.

Housekeeping

- Oversee and monitor cleanliness of the restaurant, bar, cool rooms and all associated storage areas, ensuring a high standard is consistently maintained, address and resolve any areas of concern in an effective and appropriate manner. Reporting any escalated or complex issues to the Manager for action.
- Present to work well groomed and on time, lead by example and ensure all staff on shift follow presenting to work on time, in full uniform in a neat and tidy manner.
- Monitor breaks and timesheets when on shift and address any inaccuracies or noncompliance, reporting any patterns or concerning issues to the Manager to address.

General Physical Activities

- Physical activities in a variety of environmental conditions that require moderate strength and fitness may be required. These include, but are not limited to: climbing, lifting, balancing, bending, walking, carrying and handling of a variety of materials.

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Technical Skills

- Proven effective communication and team management skills
- Proven marketing and social media experience / training
- Ability to effectively articulate in document i.e. staff memos, meetings, emails, advertising and customer relations.

Flexibility

- Must be able to work a variety of shifts spanning over a seven day operation. Must work overtime when needed to assist during busy periods or assist with the workload of others.
- You may be required to assist the Duty Manager arrange shift coverage at short notice and request the Manager to aid in covering shortfalls in the roster, unexpected peaks or late notice of illness or lack of attendance.

Essential Criteria

- Possess outstanding customer service, communication skills and qualifications
- Ability to work in a structured environment, set out structure, enforce and monitor adherence to.
- Highly motivated
- Ability to supervise and instruct others whilst also contributing as a team player and to the team's success
- Possess well developed interpersonal and communication skills
- Ability to work under pressure, and effectively prioritise changing tasks, ability to assess and delegate within these tasks and priorities.
- Grasp a full and thorough knowledge an understanding of all aspects of the Tavern operations and associated components of the business.
- Ideally have previous experience in a bar / restaurant position.
- Ability to attain a Gaming Machine Managers License
- Responsible Service of Alcohol training and certification
- Excellent people management skills and customer relations
- Effective social media and marketing skills / experience
- Ability to develop and deliver effective internal and external presentations.
- A Diploma in Business Administration or similar qualification

Please sign below to acknowledge you have read and understand all aspects of this role and are prepared to fulfill these duties to the best of your ability.

Name of Employee	Signature	Date
Name of Manager/Duty Manager	Signature	Date