



## POSITION DESCRIPTION

**Position title:** Outlet Supervisor – F&B

**Department:** Operations

**Reporting to:** Area Manager

**Supervises:** Full Time and Casual Staff where required

**Employment type:** Full Time

**Classification:** Level 2.2  
Higher Education Industry – General Staff Award 2010

**Conditions:** 38 hours per week mainly between 7 am to 8 pm;  
May include some weekends and nights as dictated by business requirements;  
Eligible for Laundry Allowance

### Purpose

The Outlet Supervisor is responsible for the ongoing supervision of Outlet; ensuring all standards and expectations are met on a daily and shift-to-shift basis in the absence of the Outlet Coordinator/Outlet Manager

| POSITION ACCOUNTABILITY STATEMENTS (PAS) |   |  |
|--|---|--|
| Key Result Areas                         | Key Tasks   | Key Performance Indicators   |
| Sales                                    | <p>Outlet operations meet budgeted sales targets Daily / Per Shift (originally Weekly / Monthly / Yearly)</p> <p>Ensure presentation of outlet, and products is maintained to a high standard and only approved signage, props are used</p> <p>Proactive in recommending changes to range/service model to Outlet Coordinator/Outlet Manager/Area Manager to continue to grow sales</p> | <p>Meet actual vs budget result as per agreed budget</p> <p>Increase in spend per head based on agreed targets</p> |
| Leadership and Supervision               | <p>Continual leadership, development and motivation of team members including customer service training as per the training matrix</p>  | <p>Employee relations / performance issues are resolved promptly and in line with USU policies and procedures</p>  |

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|                  | <p>Identify to Outlet Coordinator/Outlet Manager/Area Manager any areas of improvement to reduce labour cost</p> <p>Recommend to Outlet Coordinator/Outlet Manager/Area Manager and P&amp;C appropriate training for staff as required</p> <p>Monitor staff and ensure they are exceptionally presented at all times, in line with the USU Uniform Policy</p> <p>Ensure that all service, cash handling procedures are followed as per the USU Cash Handling Policy</p>  | <p>Team members are provided with ongoing coaching and training in line with training matrix</p> <p>Rosters are distributed 2 weeks in advance and reflect the demands on the outlet</p> <p>Team member presentation meets and exceeds USU presentation standards</p> <p>Nil cash variances or shortages</p> |
| Customer Service | <p>Enthusiastically satisfy our customers with every transaction through the implementation and development of the training matrix</p> <p>Ensure the outlets' products and merchandises are maintained and are appealing; work with the Area Manager to ensure all planogram standards are met with promotional activity executed on time</p> <p>Effective presentation and merchandising of all outlets, products and items within the service area to agreed and appropriate standards</p> <p>Ensure staff understand high levels of customer service and pass any customer issues on to the Outlet Coordinator/Outlet Manager/Area Manager</p> <p>Use of appropriate service recovery to ensure that all customer service issues are resolved at site. Escalate directly to Manager if required</p> <p>Ensure all staff meets USU Coffee Partner's hot beverage standards</p> <p>Responsible for ensuring outlet is presented in a clean and tidy manner at all times</p> | <p>Minimise customer complaints and ensure all issues are resolved in the customers' favour</p> <p>USU Coffee Partner's coffee audit results are satisfied</p> <p>Development of staff through USU Coffee Partner coffee program</p>   |

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| <p>Cost control</p>          | <p>Ensure proper storage and rotation of stock and ensure that wastage is kept to a minimum and recorded through POS</p> <p>Maintain stocks to agreed par levels and all products are purchased within the purchasing and inventory guidelines</p> <p>Ensure that goods received are checked for correct quality and quantity as per Food Safety Procedures Manual</p> <p>Ensure stocktakes are completed as per stock take schedule</p> <p>Identify any possible savings in labour on a daily basis</p> | <p>Labour hours and COGS meet or are lower than budgeted targets</p><br><p>Stock take result to be in line with budgeted GP and COGS</p>  |
| <p>Regulatory Compliance</p> | <p>Ensure all staff understand and are compliant with:</p> <ul style="list-style-type: none"> <li>• HACCP</li> <li>• WH&amp;S</li> <li>• Cash handling</li> <li>• P&amp;C policies and procedures</li> </ul> <p>Ensure outlet is compliant with the Responsible Service of Alcohol (RSA) as per the Liquor Act and USU Alcohol Policy (where applicable)</p>   | <p>All work meets WH&amp;S, HACCP, and USU policy requirements</p> <p>Administration and compliance issues are completed or managed according to procedure</p> <p>Fully up to date outlet RSA Register with appropriate signage</p>                                   |
| <p>Administration</p>        | <p>Ensure the following relevant weekly paper work completed on time:</p> <ul style="list-style-type: none"> <li>• Riteq clocking in and out</li> <li>• HACCP</li> <li>• Sign off of all invoices and purchase orders</li> <li>• Stock movements</li> <li>• Any other paper work as required</li> </ul>  | <p>Nil paper work issues</p> <p>All stock is received without shortages, counted and signed</p>   |
| <p>Staff Development</p>     | <p>Staff training needs are identified annually at minimum and training needs are promptly communicated to the P&amp;C</p> <p>All team members complete identified training requirements</p> <p>All team members have appropriate qualifications and certifications for their role as per regulatory and/or USU requirements</p> <p>All training records and certificates are forwarded to the P&amp;C within 1 week of receipt</p>  | <p>Staff training needs are clearly outlined to P&amp;C annually</p> <p>All staff are appropriately certified and required re-certifications are completed on time</p> <p>Training records and certificates are forwarded to the P&amp;C within 1 week of receipt</p> |
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| <p>Work Health &amp; Safety (WHS) Leadership</p>                   | <p>Ensure all work is conducted in a safe manner</p> <p>All WHS policies, procedures and instructions are complied with</p> <p>All incidents and hazards are reported immediately to Manager and People &amp; Culture Department</p> <p>Ensure the correct usage and maintenance of safety devices and personal protective equipment</p> | <p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p> <p>Incidents are investigated and appropriate documentation is immediately forwarded to People &amp; Culture</p> <p>All HACCP/Food Safety program requirements complied with</p>                                  |
| <p>Demonstrate commitment to the department and USU as a whole</p> | <p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>                                | <p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p> |

Essential Criteria

- At least 2 years' previous management experience in a high paced café / restaurant environment
- At least 2 years' experience working with commercial coffee machines in a high volume environment (using at least 5kgs of beans per day)
- Ability to lead staff and maintain productivity in the absence of Manager
- Exposure to the management of both front of house and kitchen teams
- Current Responsible Service of Alcohol (RSA) photo card and certification
- Demonstrated experience or understanding of Point of Sale system
- Demonstrated understanding of excellent customer service and high level of verbal and written communication skills
- Strong organisational and problem-solving skills
- Strong computer skills/experience
- Understanding of HACCP procedures or food safety programs
- Current Food Safety Certificate
- Flexibility with regard to hours worked

Desirable Criteria

- Tertiary qualifications in catering and/or hospitality management
- A commitment to and understanding of the Union, its roles and relationship to the University
- Previous experience ordering stock and effectively managing stock levels
- A general knowledge of industrial and Work Health and Safety legislation

Physical Requirements

Required frequently: standing, bending, reaching, scooping

Required occasionally: walking, kneeling, squatting, lifting, lifting up to 10 kilograms

Compiled by: P&C Business Partner Date: December 2018

Authorised by: Date:

Current Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_