

POSITION DESCRIPTION



POSITION DESCRIPTION – Hospitality Manager

Reports To:	General Manager
Direct Reports:	Head Chef, Front of House & Guest Services Supervisor, Housekeeping Team
Key Liaisons:	Events Manager, Operations Manager, Admin Manager
Location:	Triabunna, Tasmania

Role Purpose

To oversee hospitality functions across events at Spring Bay Mill, with a commitment to the values of Spring Bay Mill and high levels of customer service and satisfaction. Leading excellence and strong culture across the hospitality service departments in this fast-growing purpose driven business.

Duties

- Hospitality
 - Deliver in-house event requirements across all onsite departments. Coordinating and managing the Food and Beverage teams.
 - Communicating closely with Events Manager who in turn manages client expectations and communications before clients arrive onsite.
 - Act as duty manager across events, overseeing food and beverage functions.
 - Manage the food department and work closely with the chef to quote and design menus and meal packages.
 - Streamline all hospitality function systems to ensure professional service delivery scaled to high end business clients.
 - Oversee front of house department, staffing and rostering.
 - Oversee housekeeping department including staffing, rostering, systems, ordering and quality checks.
 - Set housekeeping processes using Flexkeeper.
 - Training, professional development and regular one on one's with direct reports weekly.
 - Coordinate all event delivery aspects across self-produced events.
 - Develop strong relationships with event clients with exceptional customer service and a can-do attitude.
- General
 - Ability to work autonomously and drive to go above and beyond role requirements to ensure high levels of customer satisfaction.
 - Other reasonable duties as required to support function and event activities at the site.
 - To be prepared to challenge and change work methods and procedures.
 - Contributing to a dynamic workplace by being an active team member and sharing ideas and creative solutions.
 - Promote the values and ethics of the business.

Qualifications

Necessary: Full Drivers License, F&B experience, Customer Service excellence.

Desirable: F&B management experience, events management experience, hotel supervision expertise.

Employee Commitment

Employee Signature:

Date: