

## Venue Manager – Wavecrest Bar and Bistro

- Location:** Hopetoun, Western Australia (*southern coast of WA between Albany and Esperance*)
- Contract:** 12 month fixed contract (negotiable), Full time roster  
Starting August 2013 (new business opening September 2013)
- Salary Range:** \$110k - \$120k (*based on experience*)
- Benefits:** Free accommodation; company mobile phone; and iPad (or laptop)
- Exciting new business development and venue management project in a modern, contemporary establishment for a highly experienced hospitality professional.
- Reside in the beautiful seaside town of Hopetoun with accommodation provided at Wavecrest Village ([www.wavecrestvillage.net.au](http://www.wavecrestvillage.net.au) - next to Wavecrest Bar and Bistro), located 3kms from pristine coastal beaches and the stunning Fitzgerald River National Park.

### Job Purpose

To assist in the establishment and growth of new bar, bistro, bottle shop, takeaway food and entertainment operations through the implementation of approved operational plans, meeting or exceeding the key performance indicators set out and striving to develop and maintain a culture of excellence in all areas of the operation by recruiting, retaining and developing the best employees.

### Duties and Responsibilities

- Work in partnership with the Licensee to plan, recruit and lead the roll out of a new licensed tavern consisting of a bar lounge, bistro, bottle shop and takeaway food outlet (*and prospective self-service PubTAB – application pending*)
- To manage a diverse team of personnel in the kitchen, food and beverage, finance and administration departments
- To ensure all services are opened and fully operational at scheduled times, standards are maintained throughout the service, particularly delivering exceptional levels of customer care and satisfaction, and enabling a smooth handover of shifts
- Ensure a positive flow of communication
- Ensuring operational and service checklists are completed thoroughly, with attention to detail focusing on service led issues
- Ensure an exceptional and consistent level of service, delivering the key performance indicators and range of quality food, beverage and entertainment offerings in a clean and professional environment
- Developing an innovative and evolving approach to service, whilst focusing on attention to detail, for instance in terms of presentation of food control; portion control; speed of service; and menu compliance
- Implement processes to gain qualitative feedback about client and customer satisfaction including action plans to deal with customer and client comments
- Providing the daily oversight and management of financial processes:

- Business planning and decision-making tasks by performing strategic analysis, providing appropriate financial advice, and undertaking related accounts administration;
- Collating, preparing and interpreting reports, budgets, accounts, commentaries and financial statements;
- Proactively monitor sales, margins and expenses, and in identifying negative variance against budget, taking appropriate and timely remedial action;
- Undertaking research into pricing, competitors and factors affecting performance;
- Controlling income, stock management, cash flow and expenditure;
- Managing budgets;
- Developing and managing financial systems/models;
- Managing the payroll function, including related taxes, superannuation and reports;
- Ensure that all cash is controlled and accounted for, floats and tills are reconciled, sufficient provision of floats and safes properly maintained and that all financial controls and procedures are complied with;
- Ensure cash and stock in vending machines (such as ATM machine and cigarette vending machine) is filled, controlled and accounted for and that all financial controls and procedures are complied with; and
- Ensure that cashing up is carried out at the agreed times and banked in a timely manner, in accordance with financial procedures.
- Effective management of all stock and ancillary goods and in doing so shall:
  - Order stock and ancillary goods as required from nominated suppliers, ensuring compliance with any stocking policies;
  - Ensure the secure and safe keeping of stock, goods and equipment, ensuring that stock is accounted for and that control procedures are complied with;
  - Implement cost control measures and allocate price points for the mark up of stock;
  - Record and manage stock transfer, invoicing and point of sale, purchasing and accounting systems; and
  - Prepare and conduct associated duties to the stock take.
- Effective and efficient management of employees working within the premises and in doing so shall:
  - Take full responsibility for the rostering of employees, ensuring staff wage budgets and sales to labour ratios are maintained. In addition, sufficient tills are in operation, and staff serving, assisting in service where necessary;
  - Organise and deliver the induction, training and professional development of employees, ensuring that staffs have the skills to undertake their work safely and accurately, whilst delivering high standards of quality, productivity and customer care;
  - Ensuring employees are punctual, in correct uniform, and complying with the general guidelines outlined by the management;

- Invoke the disciplinary procedure as necessary, in liaison with the Licensees and other senior management personnel;
  - Oversee the recruitment and selection of employees;
  - Undertake regular performance reviews of employees;
  - Coordinate and facilitate regular team meetings;
  - Ensure all human resource policies and procedures are adhered to;
  - Plan and control holidays and rostered days off within the operation to 'self-cover' where practicable; and
  - Ensure that all Wavecrest Bar and Bistro employees project a positive, approachable, friendly and professional image.
- Actively support and work with the Head Chef, Finance Officer and senior food and beverage personnel to maximise and grow food, beverage and entertainment operations
  - Through empowering staff, develop a highly motivated, flexible and multi-skilled team who take pride and ownership in their work
  - Maintain a high profile in service areas, especially during the busy periods
  - Ensure that the venue is run in a safe, orderly and disciplined manner in accordance with the conditions of the licenses, policy and health and safety requirements and in doing so shall:
    - Ensure that a high level of cleanliness is maintained in the main venue and associated areas, including cool rooms, store rooms, patron amenities and back office, supported by a cleaning schedule and adherence to best practice;
    - Ensure that the bottle shop walk in - cool room is kept in a safe, clean and hygienic state;
    - Ensure that the kitchen is maintained in a clean, safe and hygienic order, identifying hazards and problems and seeking solutions;
    - Work in a safe manner, reporting all safety hazards and seeking to minimise hazards to ensure the safety of all employees and customers;
    - Ensure that all health and safety, fire and building regulations and procedures are complied with; and
    - Ensure preventative maintenance and cleaning is completed as required to ensure a safe environment e.g. gas supply is maintained and in working order.
  - Approved Manager / Duty Manager of establishment, opening, closing and securing premises
  - Monitor, supervise and report security and crowd control systems and activities, and liaise with the Hopetoun Police where/if required
  - Review and update Risk Assessments, and ensure understanding amongst employees
  - Report incidents in the Incident Register and forward reports to the Licensee as required (minor/major incidents and accidents)
  - Ensure the Training Register is maintained, up to date and available for inspection at all times to demonstrate employees have completed mandatory training e.g. Responsible Service of Alcohol, Responsible Service of Gambling, Approved Manager, ID Cards etc.

- Promote and develop Wavecrest Bar and Bistro and in doing so shall:
  - Run promotional activity as required and proactively recommend promotional and business development initiatives and added value business opportunities i.e. new services;
  - Proactively implement agreed strategies designed to ensure that all customers are served to the highest standards in customer care at all times and that best practice operational and service standards are achieved;
  - Work closely and cooperatively with the management of Wavecrest Village and Wavecrest Village Tourist Park;
  - Be responsible for ensuring that the presentation of the venue is visually appealing and that stock/products are effectively displayed and merchandised at all times;
  - To work to marketing plans, policies, strategies and promotions, monitoring success, briefing staff and ensuring compliance;
  - Maintain an up to date knowledge of trends within the food, beverage, liquor, hospitality and tourism industries, and developments and best practices with the hospitality trade;
  - Liaise with external suppliers as necessary;
  - Be the point of contact for all corporate hospitality, promoting the use of facilities to outside users to increase revenue;
  - Prepare or oversee quotes for external hire (functions, events, entertainment) through to coordination, implementation and follow up with clients;
  - Liaise with and maximise opportunities associated with industry association and membership organisations e.g. Australian Hotels Association (WA), Australia's Golden Outback Tourism Organisation, Fitzgerald Coast Tourism Association etc.; and
  - Represent Wavecrest Bar and Bistro at industry functions, workshops and networking events as required;
- Ensure compliance with all licensing requirements and licensing law at all times e.g. liquor, wagering, tobacco, health, APRA/AMCOS, local government authority etc.; and
- Ensure all reporting requirements are adhered to and are undertaken in a timely and professional manner.

**Essential Attributes:**

As the Venue Manager of this new establishment, you will have:

- Australian Residency
- A minimum of 5 years' experience as a Venue or Operations Manager of a licensed premises
- A success driven attitude with a demonstrated experience in business development and positive growth
- In-depth knowledge of food and beverage
- In-depth knowledge of liquor licensing requirements
- In-depth knowledge of P&Ls, budgets and financial control
- Current relationships with hospitality, food and beverage product and service suppliers
- Excellent presentation and communication skills
- Experience in training/professionally developing hospitality employees
- Current RSA, Approved Manager and Police Clearance Certificates
- Advanced computer literacy

**Desired Attributes:**

- Formal qualification/s in hospitality, tourism, business or other related field
- Management experience in a country hotel, tavern or similar
- Experience working in a venue with a PubTAB or TAB outlet
- Current Responsible Service of Gambling (RSG) Certificate

**Applications:**

Please forward a cover letter outlining your suitability for the role and ability to carry out all functions outlined in the position description and attach a current resume with references.

Attention: Michelle Sidebottom, Breakaway Tourism Pty Ltd

- Post: PO Box 5376, Falcon, Western Australia 6210; or
- Email: [michelle@breakawaytourism.com.au](mailto:michelle@breakawaytourism.com.au)

General Enquiries: Please contact Michelle Sidebottom on phone 0419 904 691 or email [michelle@breakawaytourism.com.au](mailto:michelle@breakawaytourism.com.au)

**Applications close 23<sup>rd</sup> July 2013**