

Morena Sydney, located in the historic GPO Building at No.1 Martin Place, offers an elevated dining experience that celebrates the diverse cuisines of Latin America. Under the guidance of Executive Chef Alejandro Saravia, the restaurant showcases dishes from countries like Peru, Mexico, Argentina, and Brazil, emphasizing authentic flavors and warm hospitality.



### **Position Details:**

- Role: Food & Beverage Supervisor •

Number of Positions: 2

- Location: Sydney, New South Wales
- Wage: Aligned with industry standards; to be discussed during the interview process.

### **Benefits:**

- Penalty rates applicable on weekends and public holidays ◦
- Annual leave and sick leave entitlements
- Guaranteed 38 hours full-time per week

### **Ideal Candidate Profile:**

- Experience in supervising front-of-house operations in upscale dining establishments. •
- Strong knowledge of Latin American cuisines and beverages is a plus.
- Excellent leadership and customer service skills.

### **Training Opportunities:**

Supervisors will be immersed in a culturally rich environment, leading teams that deliver exceptional service and gaining insights into the nuances of Latin American hospitality.

## Presentation and maintenance

The FOH Supervisor is responsible for assisting with:

- ensuring all staff are well presented and appropriately groomed
- ensuring the restaurant is well presented and maintained at all times
- maintenance of restaurant stocks at par levels;
- ensuring mise-en-place and cleaning as per established procedures and standards;
- ensuring all cleaning and maintenance schedules are evolved and adhered to;
- ensuring the temperature control of all restaurant fridges;
- reporting any necessary repairs or maintenance to the FOH Manager for attention.

## Staff Supervision

The FOH Supervisor is responsible for:

- ensuring the careful recruitment and selection of all venue restaurant personnel, in accordance with Renaissance Group policy and procedures;
- assisting with the recruitment and selection of restaurant staff in accordance with company policy;
- assisting with the proper induction/orientation of all new restaurant staff;
- assisting with the proper structured training and development of all restaurant staff;
- assisting with the performance appraisal of all restaurant staff;
- ensuring that restaurant staff adhere to Renaissance Group policies and procedures at all times;
- the counselling, discipline and, if necessary, termination of non-performing restaurant staff;
- minimising staff turnover in accordance with targets set by the Group FOH Manager.

## Productivity and Morale

The FOH Supervisor is responsible for:

- ensuring the maintenance of both high productivity and positive staff morale;
- ensuring that all restaurant staff know exactly what is expected of them (job description), how to do it (training) and how they will be judged (performance appraisals);
- conducting monthly performance appraisals on subordinate restaurant staff;
- ensuring that all restaurant staff work performance is reviewed via performance appraisal as directed by the Group FOH Manager with emphasis on positive achievements and the setting of work performance goals with each member;
- ensuring that staff feel free to communicate their feelings, complaints and ideas and that those matters are actioned;

#### Productivity and Morale (cont...)

- working as part of a team to ensure that all tasks are completed in order of priority and within an allotted time frame;
- ensuring all staff who resign are exit interviewed.

#### Financial Performance

The FOH Supervisor is responsible for:

- ensuring the active control of wage costs, food and beverage costs and controllable overheads in accordance to targets set by the Group FOH Manager;
- ensuring that rosters are reviewed and adjusted after every service to ensure staffing is appropriate for the following service;
- monitoring of sales and cost control targets for all subordinate supervisors in conjunction with the FOH Manager.

#### Stock control

The FOH Supervisor is responsible for:

- monitoring all beverage transfers within the venue for quality, quantity and accuracy;
- ensuring adequate supplies are maintained at all times;
- assisting to organise new product tastings for potential inclusion in the stock list;
- assisting the FOH Manager and Head Sommelier with the preparation and ongoing updating of the beverage lists to ensure it is appropriate for the target market, offers a good selection and is priced appropriately for the area and target market;
- ensuring the beverage lists are kept updated reflecting changes in stock and pricing, as required.

#### Financial Control

The FOH Supervisor is responsible for:

- ensuring all items consumed by customers are accurately charged and either paid or accounted for;
- ensuring the correct prices are charged for purchases from the restaurant and accurate change given at all times;
- ensuring cash and credit card handling procedures are followed;
- ensuring correct till balancing and reconciliation procedures are followed;
- ensuring the proper time keeping and productivity of all restaurant staff;
- assisting with the timely production of accurate, costed rosters for the restaurant;
- assisting with the control of the restaurant labour % as directed by the Group FOH Manager;
- assisting with the control of the beverage % as directed by the Group FOH Manager;
- ensuring the regular and accurate stocktake of all restaurant stock, supplies and equipment as directed by the Group FOH Manager;
- the control of theft, wastage and damage;
- the control of staff turnover to the targets set by the Group FOH Manager.

## Administration

In accordance with Renaissance Group policies & relevant law, the FOH Supervisor is responsible for assisting the FOH Manager to:

- ensure that daily and weekly cash reconciliation and financial reporting processes are completed;
- ensure that daily payroll processes are completed;
- ensure monthly stocktake and variance reporting processes are completed.

## Business Presentation and Maintenance

The FOH Supervisor is responsible for:

- ensuring the restaurant FOH staff adhere to proper daily, weekly and periodic cleaning and maintenance schedules;
- ensuring that restaurant equipment is fit for purpose and maintained in good working order;
- ensuring that the exterior surrounds are cleaned and maintained;
- ensuring that all plants (internal and external) are cared for, regularly watered and maintained;
- ensuring that required emergency and preventative maintenance is carried out promptly and efficiently and has minimum impact on customers and trade.

## Communication

The FOH Supervisor is responsible for:

- ensuring that all staff are briefed prior to every service to ensure they are aware of all necessary information such as events, VIP/special guests, mise-en-place, stock rotation, daily activities and preparation requirements;
- ensuring comprehensive hand over of relevant information between team members during shift;
- encouraging team members to share ideas and communicate areas of improvement within their team.

## Stakeholder engagement

The FOH Supervisor is responsible for:

- ensuring a positive public perception of the business through the maintenance of existing stakeholder relationships including but not limited to group employees, suppliers, contractors and food media;
- identifying and fostering new stakeholder relationships for the benefit of the business;
- ensuring that restaurant staff recognise regular guests and greet them by name where appropriate.

## Regulatory compliance

The FOH Supervisor is responsible for:

- keeping up to date with licensing legislation, particularly relating to noise, under age patrons and anti-social behaviour;
- ensuring the accurate display of license details in the venue;
- ensuring a safe environment for patrons and staff in the venue and surrounds;
- ensuring that all staff have completed responsible service of alcohol training and that current and valid proof of such training is saved in their staff profile;
- ensuring consistent cooperation with local police and other civic compliance authorities.

#### Occupational health & safety

The FOH Supervisor is responsible for:

- overseeing that all restaurant staff are trained in and adhere to occupational health and safety guidelines, as outlined in the induction manual and other policies;
- ensuring all areas of the restaurant meet statutory responsibilities for employees and customers;
- ensuring appropriate action is taken to rectify any potentially dangerous situations or practices identified within the venue and that these issues are reported to the Group FOH Manager.

#### Food safety

The FOH Supervisor is responsible for:

- overseeing that all restaurant staff are trained in and adhere to food safety and hygiene guidelines, as outlined in the induction manual and other policies;
- ensuring that all staff are given allergen training and are aware of the location of allergen information;
- ensuring that all staff have completed basic food safety and allergen awareness training (Do Food Safely and All about Allergens) and that valid proof of such training is saved in their staff profile.

#### Other

The FOH Supervisor is responsible for:

- any other duties as may reasonably be requested or required;
- other duties that may be required as the position evolves.