



ROOF GARDEN  
HOTEL  
ADELAIDE CITY



SOUTH AUSTRALIA



Colshaw's  
RESTAURANT  
ADELAIDE CITY



# POSITION VACANT

## FOOD & BEVERAGE SERVICE MANAGER

A rare opportunity exists to join our team as Food & Beverage Service Manager. The successful applicant will be a team-orientated F&B professional with proven experience in leading small teams to deliver customer service excellence in a similar Boutique environment. A passion for Food & Beverage is essential, as is the ability to train, develop and lead a winning team to deliver an outstanding customer experience in both Restaurant and Function environments.

### Duties

- CONTINUOUS IMPROVEMENT - working in conjunction with the Head Chef, you will achieve continuous growth and improvement in all key objective areas.
- INFLUENCE CUSTOMER EXCELLENCE - create and influence a team culture of customer service excellence in both Restaurant and Function service areas.
- SALES GROWTH - display a commitment and focus towards sales growth through service deliverable and a collaborative approach to promotion and marketing.
- TRAINING & DEVELOPMENT – display a committed approach to continuous improvement of service and product through team training and development.
- EFFECTIVENESS & EFFICIENCY - achieved through a hands on approach to floor service averaging 80% of weekly hours on the floor, and approximately 20% of hours planning and coordinating operations (back of house tasks i.e. rostering, ordering, stocktakes etc.).

### Skills & Experience

- Strong leadership ability with a minimum of two years proven experience in a similar role.
- Proven experience leading and influencing operations in both restaurant and function environments.
- Train and motivate a team to achieve service excellence.
- Ability to work in a team environment, focus on quality and be very hands on.
- Exceptional time management skills and the ability to work under pressure.
- Displayed and proven accountability towards both customer and employee satisfaction and experience.
- Proven ability to run operations with ownership and accountability.
- Experience in a structured policy driven environment.
- Understanding of beer, wine and spirits, plus Barista experience with a passion for great coffee. Sound food knowledge.
- Ability to display initiative, specifically with a pro-active approach to sales as well as problem solving.

For skills, experience and qualifications required to perform and succeed in this role please refer to the position description on the Majestic Hotels website.

If you are a driven team player, looking to succeed in a culture of empowerment and accountability please visit our website [www.majestichotels.com.au](http://www.majestichotels.com.au) and download the position description.

Applications to: *(must include covering letter & resume)*

**Greg Vaughton**

Manager

Majestic Roof Garden Hotel

PO Box 370 Rundle Mall, Adelaide SA 5000

E: [employment@majestichotels.com.au](mailto:employment@majestichotels.com.au)

**Applications Close: 13 October 2017**

Majestic Hotels employees may apply for this position and will be considered in line with other external applicants. Decisions will be made based on relevant experience, skills and merit. Prior to submitting your application we encourage you to advise your manager.