

The position of Bar Manager is responsible for and overseeing the day-to-day operations, and personnel. Ensuring the delivery of high-quality events and customer service procedures and standards. To lead and enhance bar staff, environment, and all key stakeholders.

I have these skills:

- To look and listen to understand
- Eagerness to learn
- Inclination to assist
- Integrity
- Optimism/open mindedness
- Work ethic
- Positive communication – negotiation skills
- Social & team contributor
- Cultural awareness
- Attention to detail

**WHAT** - Experience and competency I have

- Completion of hospitality, Food & Beverage, bar management, accreditation
- Knowledge and experience of food & beverage operational delivery
- Departmental policies and procedures
- Minimum five years in Food & Beverage procedures
- Previous customer service experience
- Previous banquets operations experience
- Strong marketing and leadership skills
- Proven sound planning and financial management skills
- High level of computer literacy
- High standard of written and oral communication skills
- Proven hospitality management abilities
- Knowledge in fair work laws
- Ability to build client relationships with providers and the local community
- Outstanding time-management and organisational skills
- Motivated to learn new skills and techniques
- Strong people relations, listening, cultural awareness and negotiation skills
- Ability to perform under pressure, fast-paced environment, taking the initiative, prioritizing, working collaboratively
- Budget-management experience
- Smart and tidy, in appearance
- RSA certificates
- Confident public speaking skills
- Driver's licence

**WHY - I do what I do**

- I am passionate about serving people and enhancing their individual and team potential to drive quality business outcomes
- I believe that exceptional customer service is our choice every day
- I enjoy a great environment and have a good time at work
- I ensure fellow employees are treated with respect, fair pay, value and honesty
- I recognise that profitability is fundamental to our future business success
- I am dedicated to consistency and detail
- I set priorities, meet deadlines, and manage time effectively to benefit our department and the business as a whole because I am highly organised with strong collaboration skills
- I deliver high-quality, courteous and informative customer services

### **HOW - I do what I do**

- Uphold and maintain Lasseters Strategic Mission Statement, core Values that include Fair work
- Improve the skill sets of all personnel and to assist the development of service staff in line with the Company mission statement
- Regular liaison with the F&B - Convention Centre Executive Manager Lasseters Hotel Casino
- Ensure cost-effective practices
- Maintain staffing levels and costs in line with projections and budgets
- Responsible for staff rosters optimising manpower and assist with service wherever necessary ensuring effective and cost efficient rostering and control of wage cost.
- Assist with when required in the development of reports and submissions as required, for example, Risk Management Reports
- Inspection and maintenance of the quality of food & beverages.
- Ensure that event details are clearly communicated to all parties professionally and on time.
- Liaise daily with co-workers.
- Ensure working hours are flexible to cater for the needs of events.
- Attend to all staff requests quickly and efficiently, actively seem and connected to people and culture
- Work collaboratively with Iris venue Managers
- Regularly assess and review customer feedback and satisfaction and recommend changes, where appropriate, to Hotel and F&B Managers.
- Maintain an efficient and up-to-date stock control system to ensure minimal losses through wastage. Ensure that stock inventory is adequate and prepare in advance for any known upcoming functions and periods of high/low occupancy using responsible purchasing practices.
- Ensure all F&B staff deliver prompt, efficient and cordial attention to all guest needs.
- Direct staff in the provision of room service activities.
- Co-ordinate maintenance tasks to remedy issues quickly.
- Encourage, develop and utilise cross training of staff in all F&B outlets.
- Ensure good communication throughout the department.
- Liaise with the Marketing Department to ensure thorough implementation of events and promotions.
- Ensure that all staff participate in safe and hygienic work practises.
- Maintain on-going training and development of F&B personnel to ensure service standards are maintained at all times.
- Schedule regular F&B department meetings as required.
- Work with suppliers to ensure consistency of product delivered, contract requirements are met and pricing stays competitive.
- Notify Executive Food & Beverage Manager of any disciplinary actions that may need to be taken.
- Ensure training and development of all employees within the department so that standards are maintained at all times. Be familiar with the menus, products and price ranges.
- Be proactive in advancing F&B outlets and creating efficiencies.
- Ensure checklists are continually updated to reflect change in policy and procedure.
- 40 hours per week between – includes opening and closing shifts.

- Senior F&B Management role – accountable for all bar outlets
- Delivering exceptional customer service, driving initiatives and expanding boundaries – always looking for ‘that next step’.
- Clear staff management encompassing rostering, hiring, and performance management
- Results driven on wage management and staffing efficiencies.
- Stock control and staff service skills development leading to cost and wastage reduction and customer experience enhancement.
- Continuous product development, reflecting trends, seasons and market segment.
- Ability to plan and execute events and product promotions in line with live sports activity, annual celebrations/seasonal events and in-house activations. Efficiently respond to customer complaints and enquiries
- Initiate immediate enquiry into guest feedback and ensure corrective action is taken, and report such incidents and actions to Management
- Ensure that all F&B staff deliver prompt, efficient and cordial attention to all guest needs
- Ensure good communication throughout the department

#### **We offer you**

- Flexible working arrangements to support work - life balance
- Staff benefits, health club, 25% discount on food and beverages across Lasseters Operations
- Meals provided while you are on eligible shifts
- Uniforms are provided and laundered
- Professional development, training, and career advancement
- IHG Employee Benefit Program Membership
- Staff & family social events
- Potential discounted staff accommodation *settling in period*

