



THE REEF
HOTEL CASINO
CAIRNS AUSTRALIA

SUPERVISOR

To ensure the efficient running of the Outlet in terms of revenue, cost control and profitability, best operating practice and team culture.

Ensure guest expectations are consistently monitored and exceeded through the constant review of product, standards, training and team development.

- Previous experience in a supervisory or team leader role (minimum 6 months).
- Queensland Responsible Service of Alcohol certification required.
- Experience in Interview and Selection techniques with the ability to train staff and implement company standards whilst maintaining an effective work group.
- Skilled in conflict management and counselling.
- Provide clear directions to all staff in your direct report, ensure service consistency in each outlet.
- Competent in numeracy, verbal and written communication skills.
- Able to implement Workplace Health and Safety policies and procedures as per current standards.
- Able to identify problem areas and report to upper management, understand and maintain an effective rostering system.
- Experience in use of Microsoft Office, extensive knowledge of RSA, RSG, OH&S, food safety, hygiene and tobacco laws.
- Knowledge of cost control and delegation of nightly staff duties.
- Present a professional image that reflects the nature and style of the property.
- Ensure that efficient, friendly and professional beverage service is provided to all Guests and complaints are handled tactfully.
- Assist, when required, in rostering for the Outlets.
- Provide accurate reports on variances, stock issues and pager response times.
- Ensure cocktails are made and presented as per outlet standard.
- Have and promote a sound knowledge of the entire complex products and services and actively promote upselling.

All Food and Beverage applicants are required to possess a current Queensland Responsible Service of Alcohol Certificate. (Office of Liquor and Gaming Regulation approved)

Employment includes:

Fantastic remuneration and benefits on offer:

Fully equipped staff canteen. In house training and career development.

Staff amenities including shower facilities, lockers, staff lounge.

Accommodation, food & beverage discounts for you, family and friends (dependant on tenure).

Clean safe multicultural, people friendly environment.