

Employment Opportunity – Airport Café Supervisor Role Statement

Job Brief

Mildura Airport Pty Ltd is seeking a highly-experienced service driven professional who is a coffee expert and a strong leader, to lead a small food and beverage team. This is a hands-on role taking responsibility & ownership of cafe operations whilst ensuring exceptional service is maintained. You will possess solid experience in the supervision of people including roster coverage, staff development and training. To meet the airport customer's needs, flexibility to work early or late shifts on a rotating roster is a requirement.

Key duties and responsibilities

Willingness to help people
Performance manage
Assist resource planner to roster staff to meet set budgets and KPI's
Provide exceptional customer service always
Resolve customer complaints and inquiries swiftly and amicably
Prepare and manage all aspects of Café operations
Hands on and able to help the team deliver customer's expectations on time
Plan and cost out menu
Supervise storage of all stock
Food safety and hygiene experienced/trained
Provide on the job training
Co-ordinate the activities of the kitchen/assist with food prep
Project a professional image to all internal and external customers ensuring correct grooming and maintaining MAPL dress code
Ensure that the correct close-down procedure is followed, ie everything left clean, tidy and secure, ready for the next days' trade

Health and Safety

- Ensure all accidents/incidents are recorded
- Use the correct handling and lifting procedures as outlined in induction training
- To keep up to date with all OH&S procedures and methods
- Ensure all tasks are carried out in accordance with the café's health, hygiene, quality and safety standards

Requirements

- Clear drug and alcohol testing
- Valid VIC driver's license
- Computer skills
- The ability to lead and supervise people
- Effective communication skills/Problem solving and solution driven
- Customer service/supervisory experience

If you are a service and self-driven professional, and the above role description sounds like the position for you, then please upload your CV and cover letter. Applicants must be drug free, in good health and must be able to stand for long periods of time.

Application closes: 8th February, 2017

Please note: Due to the anticipated high levels of applicants, only selected candidates will be contacted for an interview.