



# Hospitality Operations Assistant Manager

## DUTY STATEMENT

Our Club values are the strong beliefs and consistent behaviours of people in our organisation. They describe the way in which directors, staff and players of the Club behave, interact & work together and determine the culture of the Club. Our values are held in high regard and protected by every member on the on-field and off-field team.

**Respectful** All people are treated with respect regardless of their background or position.

**Precision** We expect excellence in everything that we do and are accountable for maintaining a high performance environment.

**Adventurous** We enjoy facing our industry's challenges and embrace progress with open arms.

**Conviction** Everyone involved with the Club is fully committed and gives 100 percent effort.

**United** We are selfless, we support and care for each other and we collaborate across our Club.

**Commercial & Considered** We drive for good commercial outcomes but always take the needs of our stakeholders into account.

**Integrity** We uphold high standards of behaviour, have deep respect for honesty and always work within the rules.

Our mission is to win more premierships than any other Club, while being consistently recognised as the best all-round Club and admired for our strong values.

Section	Description
Title	Hospitality Operations Assistant Manager
Reports to	Hospitality, Functions and Events Manager
Department	Hospitality
Contract	Full time
Core purpose	To help lead and improve the functions operations team and deliver seamless service, consistency and an outstanding guest experience
Job Duties:	<ul style="list-style-type: none"><li>▪ Lead the day to day operations of the functions floor to obtain maximum profit and maximum guest satisfaction</li><li>▪ Provide effective leadership and training to staff in a fast paced environment. Manage staff development to improve the team as a whole</li><li>▪ Encourage and inspire staff to provide optimum service during functions</li><li>▪ Roster staff according to the business demands and as a result controlling expenses</li><li>▪ Liaise with event organisers to ensure the success of their function</li><li>▪ Manage and deal with guest complaints in a professional and timely manner</li><li>▪ Liaise with multiple departments to ensure the success of functions and events, and maximise food and beverage sales</li><li>▪ Conduct regular staff training, thereby ensuring all staff are aware of the Stadiums standards, procedures, OH&amp;S and everyday tasks</li></ul>

	<ul style="list-style-type: none"> <li>▪ Equipment, linen and beverage ordering</li> <li>▪ Participate as required during Match and other event days.</li> <li>▪ Stock control</li> <li>▪ Displaying and upholding Geelong Cats core values and a commitment to Geelong Cats policies, procedures and guidelines</li> </ul>
Selection Criteria:	<ul style="list-style-type: none"> <li>▪ Excellent knowledge of Food &amp; Beverage operations</li> <li>▪ Previous Food and Beverage supervisor experience</li> <li>▪ Demonstrated proactive hands on approach to leadership</li> <li>▪ A high level of commitment and reliability</li> <li>▪ POS and computer literate</li> <li>▪ Passion for delivering 5 star customer service</li> <li>▪ A thorough understanding of effective Roster Management</li> <li>▪ Excellent communication and interpersonal skills, including written and spoken, and collaboration skills</li> <li>▪ Outstanding time management and organisational skills</li> <li>▪ The ability to work a flexible schedule including nights, days, weekends and holidays</li> <li>▪ A current VIC RSA certificate</li> <li>▪ High level of grooming and personal hygiene</li> </ul>
Appraisal (s)	<ul style="list-style-type: none"> <li>▪ 6 monthly reviews conducted by the Hospitality, Functions and Events Manager</li> </ul>
Requirements:	<ul style="list-style-type: none"> <li>▪ Current Victoria's Drivers Licence</li> <li>▪ Minimum 2-3 years functions operations experience in a large conference and events team</li> <li>▪ Previous Food and Beverage supervisory experience</li> <li>▪ Experience in staff training and development</li> <li>▪ Demonstrate competent computer knowledge and administration skills (word, excel, outlook, resPAK, Deputy)</li> </ul>