



**Job title: FOH Restaurant Team Leader**

**Reports to: Food Division Manager**

**Job description:**

At Outback Pioneers you will help create the Outback Pioneers experience. You will need to be hands-on and organized, with a good eye for detail and always striving for the best product to deliver to the guest.

The role covers barista and wait assistance and leadership of a team for our Evening Dining Experiences.

**Main responsibilities and activities:**

- Prepare and serve hot or cold beverages
- Barista skills to our standards
- Customer service of excellent standard
- Operation of POS
- Responsible for procedure checklists
- Responsible for equipment cleaning procedures
- Processing of supplier invoices if required
- Take orders from guests for food or beverages, close sale and finalize payment
- Write guests' food orders on order slips, memorize orders and enter orders into computers for transmittal to kitchen staff
- Serve food or beverages to guests and prepare or serve specialty dishes at tables as required
- Present menus to guests and answer questions about menu items, making recommendations to achieve full guest satisfaction
- Clean tables or counters after guests have finished dining
- Inform guests of daily specials
- Prepare tables for meals, including setting up items such as linens, silverware and glassware as required
- Remove dishes and glasses from tables or counters and cleaning of dishes in the kitchen
- Answering phones to take reservations or take away orders, and by greeting, seating and thanking guests.
- Rostering.
- Inspire and lead a team to deliver dining experiences.
- Provide guests with information about local areas, including giving directions.
- Talk with visiting guests about their Longreach activities and if necessary 'sell them Outback Pioneers'.

**Core competencies:**

- Organizational skills
- Excellent time management
- Professional
- Positive and energetic
- Exceptional hospitality skills

**OUTBACK PIONEER HOLIDAYS AND EXPERIENCES | KINNON & CO OUTBACK ACCOMMODATION**

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- Strong communication and people handling skills
- Able to work clearly within systems and guidelines

**Working hours:**

Your working hours and shifts will vary according to the needs of the job.

We are a busy team and we appreciate your flexibility to sometimes lend a hand outside of normal hours.

**Remuneration**

Hospitality Award wages according to skill level.