



THEATRE ROYAL

SYDNEY

The **Food & Beverage Manager** will be a pivotal role in the successful management and operation of the Theatre Royal Sydney's food and beverage offering. As a key manager there will be an emphasis on utilising your strong interpersonal skills to lead and manage a team who will drive sales and represent the theatre with enthusiasm and professionalism.

As part of the Customer Experience team, the Food & Beverage Manager will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders. As such, this role may be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

This role is a full-time role. For further information, please refer to the Position Description below.

To submit your application, please submit your current resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line 'Food & Beverage Manager Application – Theatre Royal Sydney' by **Friday 18 June 2021, 5:00pm**.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.

Job Title: **Food & Beverage Manager**, Theatre Royal Sydney (TRS)
Reporting to: General Manager and dotted line Head of Customer Experience
Responsible for: F&B Staff

Key Responsibilities:

- To lead and ensure the highest standards of customer experience is delivered consistently
- To run a productive and successful F&B department. Making sure the staff are correctly equipped, informed and prepared for their work.
- To seek to develop and improve the F&B department, implementing ideas and feeding back to management on sales initiatives
- In conjunction with the General Manager develop and evolve the Food & Beverage offering
- To drive sales, understand targets and contributing to the success of the Theatre Royal Sydney
- To be able to represent the theatre with professionalism and enthusiasm

Main Duties:

- Ensure the F&B operations are carried out efficiently and effectively, making sure all income potentials are realised.
- Ensure Responsible Service of Alcohol to ensure the safety and security of patrons and staff
- Maintain all records required for Liquor Licensing and Food Business License and related training and inspections
- Play an active role with the General Manager in developing strong engagement with and a good relationship with the Sydney City Liquor Accord
- To contribute to a good team morale, motivating the staff to hit and exceed targets
- Recruit, train and ensure optimum performance of all staff who will maintain the company objectives and display exemplary customer service skills
- Ensure the Theatre bars are presentable prior to every performance
- Ensure waste management procedures are well documented and adhered to
- Maintain excellent relationship with all F&B suppliers
- Implement and maintain stock control procedures including regular stocktake
- Liaise with the Digital Marketing and Ticketing team to ensure the Theatre's website accurately reflects all aspects of the Food & Beverage offering
- Develop and maintain required documentation and procedures
- Prepare rosters a month ahead and distribute to staff fortnightly, being mindful of efficiency, attendance and show requirements.
- To ensure Supervisors complete the nightly banking in line with the company's procedures and reconcile all settlements from Food & Beverage sales.
- Pro-actively communicate with both venue management and the F&B team as well as the Front of House Manager

- To take pride in the venue and maintain a high standard of appearance in the team and the building.
- Ensure Supervisors are well equipped by preparing cash and stock prior to F&B staff starting work and ensure throughout the night they are given the appropriate resources to do their jobs.
- In conjunction with the Administrator ensure that uniform stock is maintained, and laundered and staff appearance is monitored

Staff Management

- To monitor and manage staff performance
- Ensure on boarding and training for all team members is carried out in a timely manner
- Create a healthy, positive and efficient working environment
- Communication and implementation of current and new procedures
- Work closely with the TRS Management team

Work, Health & Safety

- To actively engage with Work, Health and Safety and other regular Operational Meetings.
- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents.
- To report any incidents, accidents and near misses to the Theatre Management.
- To assist in completing departmental risk assessments and ongoing document and procedural review.
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual
- To attend and lead Work, Health & Safety training, as required.