

Job Description

Job title:	Restaurant Supervisor
Location:	Lochiel House, 1259 Bells Line of Rd, Kurrajong Heights NSW 2758
Requirements:	Must be able to work weekends
Contract:	Permanent full-time

About Us

We are a well-established fine dining restaurant in Kurrajong Heights serving heritage-style Australian cuisine with a South African flair. We are open Thursdays to Sundays and offer breakfast, lunch and dinner services with specially curated menus. At Lochiel we pride ourselves on our ability to provide fresh, local produce where possible, and a unique atmosphere that seamlessly blends the cultural heritage of the area with the ambiance of a high-end restaurant.

About the Role

Lochiel House is looking for a customer-oriented Restaurant Supervisor to oversee the day to day operation of the restaurant. In this position you will be responsible for supervising and coordinating front of house staff and ensuring the smooth running of all food and beverage services.

Duties & Responsibilities

1. Manage restaurant operations

- Oversee daily restaurant operation
- Supervise the floor during meal services
- Ensure Lochiel House service and sanitation standards are met
- Manage general restaurant administration
- Review staffing levels to ensure that guest service, operational needs and financial objectives are met

2. Oversee front of house staff

- Supervise, coordinate and train front of house staff members
- Oversee staff activities and ensure productivity

3. Ensure exceptional customer service

- Ensure a high level of customer service is delivered
- Manage guest queries and complaints in a timely and efficient manner

Qualifications & Requirements

- Previous experience working in a supervisory/leadership role in the hospitality industry
- Excellent interpersonal skills
- Motivation, passion and drive for delivering exceptional customer experiences
- Strong leadership capabilities
- A willingness to put in the effort to create an amazing dining experience
- Administrative skills – i.e. sales capturing; rostering; POS system
- Current NSW RSA
- Barista experience/course

How to Apply

If you are interested in joining us at Lochiel House as Restaurant Supervisor, contact Charlene Pretorius at info@lochielhous.com.au. Please enclose an updated CV and cover letter.