

# Senior Staff Member - Beverage Portfolio

- Full Time appointment - 38 hours per week.
- Remuneration based on industry experience and standards
- Reports to owners and other senior management.

## Mitchell Harris Staff Expectations

Mitchell Harris Wines is one of the leading boutique wine producers and hospitality venues in Ballarat and Western Victoria. We pride our selves on delivering a high value product, the very best of customer service and we offer unique visitor experiences to all who visit our venue.

Mitchell Harris staff are expected to conduct themselves both professionally and courteously. Staff must remember that they are representing Mitchell Harris Wines at all times and that they are an important and valued part of a small but great team. As such, staff members must respect all colleagues and customers and treat them all as you would wish to be treated yourself.

- exceed customers and guests expectations by delivering a high level of customer service and product knowledge - including all food and beverage, MH story and venue history
- adhere to all Mitchell Harris Wines policies and procedures
- attend and participate in all training sessions and staff meetings
- punctual commencement of all shifts and starting work at agreed times
- adherence to correct dress code and appropriate personal protective equipment where required
- timely notice (2 weeks) for any leave requests
- restricted use of mobile phones and other electronic devices unless required to perform role
- clear communication for the next shift as required, e.g. wines out of stock
- maintain a clean, tidy and safe work space. Take any action to repair or report any unsafe or hazardous conditions to senior managers/owners.
- always act with Mitchell Harris Wines' best interest first to avoid any potential conflicts of interest.

## Beverage Manager - Key duties

- 1. Beverage stock and list maintenance and management**
- 2. Bar and floor service**
- 3. Beverage promotions**
- 4. Training - beer, spirits, cocktails & wine**
- 5. Other duties**

## **1. Beverage stock and list maintenance and management**

Beverage stock management and maintenance is an important central role within the Mitchell Harris business. It requires a high level of organisation and the ability to work independently. You should be always looking for ways to to minimise costs and improve profitability whilst delivering a world class beverage offering.

In this function, you will be expected to manage the following:

- the maintenance and continued evolution of Ballarat's best Wine and Beverage program for both the bar and MH's various event spaces.
- to efficiently maintain adequate stock levels of all beverage items for the bar and event spaces, and will liaise closely with the owners and other managers to meet budget targets.
- communicate any stock changes, promotions and outages with all service staff.
- perform regular stock count of all beverage items, including stemware and other consumables, and report on any variances
- Maintain clean and well organised storage areas and ensure high standards are maintained by other staff, so all stock can be quickly, easily and safely located.
- Check all stock invoices and ensure that all stock is entered into ImPOS, and approved invoices are forwarded to the accounts department in timely fashion.
- Ensure all stock is received, unpacked and stored in a timely fashion.
- Follow up on any late or delayed deliveries, and liaise with accounts department to ensure timely payment of invoices etc. to help prevent delivery delays.
- Ensure that all storage areas (fridges, shelves, cool room, cellar etc.) are kept clean, neat and tidy at all times, and that all packaging waste is disposed of correctly.
- Merchandising - maintain an attractive and visually appealing store front to present stock in the best possible way to increase retail sales opportunities.
- Assist with the development of a professional sales culture within the MH team.
- Maintenance of Point of Sale System (ImPOS) - ensure all stock items are correctly priced and added to ImPOS and that all staff correctly enter items and process bills accurately.

## **2. Bar and floor service**

All bar and floor service staff are responsible for preparing tables, greeting and seating customers, making recommendations, taking orders, delivering food and drinks as well as accepting payments.

You will work with and communicate well with other staff to provide customers and guests with an outstanding dining / visitor experience.

You will be well presented, speak clearly and appropriately, and demonstrate excellent product knowledge of all food items (preparation of dishes, ingredients, allergens and cooking methods etc) and all beverages (style, provenance etc..) and be able to recommend appropriate food and wine matches.

Other general Bar and Floor service Responsibilities:

- Management of Obee bookings, corresponding with customers through direct Obee requests and phone enquiries
- Host role: managing seating, greeting guests, supervising staff
- Following an order of service
- Preparing tables, ensuring they are clean and fully set.
- Maintaining knowledge of the complete menu, daily specials, and available items.
- Presenting customers with the menu, informing them of daily specials, and taking orders.
- Checking the quality of dishes before serving them.
- Delivering food and beverages in a timely manner.
- Attending tables and ensuring customer satisfaction.
- Delivering checks and taking payments.
- Handling customer complaints.
- Strictly adhering to food, sanitary, and safety standards
- maintain a clean and tidy work space including behind the bar, wine retail area, all floor areas and bathrooms
- Comprehensive understanding of opening and closing procedures.

## **3. Beverage promotions**

As the senior staff member managing beverage stock control, one of your important functions will be to promote the sale of all products, and to maintain an attractive and visually appealing store front that encourages increased beverage spend in the venue.

Opportunities to boost sales and interest in the venue should be sought through suitable collaborations with other suppliers and producers.

Retail / off-premise spend may be achieved in many ways such as:

- social media posts and videos
- visual merchandising and shelf displays
- in store verbal promotion to customers during their visit or at point of sale
- informing all floor staff to promote any deals or sales available

Increased on-premise spend per head should also be encouraged (under RSA guidelines) through various strategies including:

- Cocktails and other value adding drinks specials
- Coravin wine selections
- promotion of MH museum wines and other cellar stock

You will be responsible for communicating these promotions and strategies with all bar and floor service staff and will be responsible for creating and maintaining all stock and menu items on ImPOS relating to these promotions.

#### **4. Training - beer, spirits, cocktails & wine**

Mitchell Harris Wines prides itself on having very knowledgeable service staff. With in depth product knowledge, our food and beverage service staff not only enhance the guest experience, but they are able to able to maximise increased spend per head opportunities. As the lead buyer for the wine, beer, spirits and cocktail menus, it will be your responsibility to lead the training of all floor and bar staff in this area.

A variety of formal and informal techniques may be employed to achieve these training goals with different staff members. Such as:

- scheduled formal MH in-house training - cocktail training, wine training etc...
- attendance at trade tasting events in Melbourne etc....
- informal sample tasting sessions
- on-job training during shift
- visits to vineyards and wineries

#### **5. Other duties**

As a senior member of a relatively small team, your role, beyond the key positions above is a multi-faceted one, and like everyone, you are expected to assist wherever and when ever needed for the efficient running of the business.

You will ensure that the the highest of standards are kept, that the MH venue is maintained in a very clean and tidy fashion, that all staff are behaving appropriately, and that a safe working environment is maintained at all times.

You will from time to time be required to assist the supervisor and other managers where directed, and you will always look for ways to maximise profits and minimise costs for the business, whilst delivering the very best customer experience.