



ROYAL MAIL HOTEL

DUNKELD

Restaurant Manager

- 2 hat restaurant
- Stunning location
- Award-winning team

About Us

The Royal Mail Hotel is an award-winning hotel featuring two restaurants, Parker Street Project and Wickens located in the beautiful southern Grampians town of Dunkeld. The hotel is set in extensive Australian gardens, with stunning views of the Southern Grampians Ranges.

Love wine? Check. We have a multi-award-winning cellar with some 28,000 bottles.

Passionate about paddock to plate philosophy? Check. We have a 1.2-hectare kitchen garden delivering fresh produce daily to the kitchen and our own farms provide our meat.

Passionate about providing exceptional customer service? So are we and we have a team that offers friendly and generous service to every guest.

About You

Our Restaurant Manager is responsible for the service of both food and beverages in the Royal Mail Hotel Restaurants in an efficient and professional manner while ensuring the smooth operation of the restaurants at all times.

Duties and Responsibilities

- Ensure that all guests feel welcome and are given responsive, friendly and courteous service at all times
- Responsible for creating and updating the menu and wine list in coordination with the General Manager and the Executive Chef
- Assist in planning and writing the menus in conjunction with the General Manager and Executive Chef
- Have a thorough understanding of the wine selection held
- Increase food and wine sales through excellent customer service and promotion of wines
- Maximise sales through events, wine dinners, wine programs, packages and utilisation of other sales techniques as well as promotions
- Manage stocktakes, as required
- Arrange the purchasing and pricing of goods according to budget requirements
- Achieve company objectives in sales, service, quality, the appearance of facility and sanitation, and cleanliness through training of employees and creating a positive, productive working environment

Financial

- Ensure correct costing and margins across all Food and Beverage areas

People Management

- Assist General Manager in planning, assigning and directing the work of department staff members
- Assist General Manager in managing team dynamics across the departments and addresses conflicts or disputes among team members
- Achieves effective communication by briefing and debriefing staff and actively encouraging communication with other departments within the Hotel
- Facilitates a structured training program for Food and Beverage staff on wine and wine matching to ensure that staff know which wines to recommend with each dish of the menu.

Education and Experience

- Exceptional customer service and a true hospitality professional
- Minimum two years' experience in a similar establishment
- Strong food and wine knowledge
- WSET level III or certified sommelier level 2 is preferred

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft suite, internet, and order processing systems.

This is a hands-on role requiring you to provide assistance on the floor as part of the front of house team as required.

Other Skills and Abilities

Advanced knowledge of:

- Food & beverage product mix and costing management
- Contemporary food and beverage trends
- Consumer and competitor trends
- Responsible Service of Alcohol and its tactical application
- Food safety and hygiene practices
- Leadership skills

What We Offer

- Full-time permanent position
- Values-driven culture & welcoming team
- Generous staff discounts across the property
- Exposure to using our kitchen garden and multi-award-winning cellar
- Ongoing career progression opportunities
- Based at the southern tip of the Grampians National Park

Remuneration

Salary package circa \$55,000-\$65,000 p.a. depending on skills and experience.

Apply Now

We'd love to hear from you to discuss the current opportunities. Please submit a cover letter and resume via SEEK if interested to learn more about this role.

Please note only shortlisted applicants will be contacted.