



### **Venue Manager – The Dromedary Hotel, Central Tilba**

**We're looking for a customer-centric, experienced leader with a background in venue management to lead our fabulous team at our very popular heritage pub in the beautiful conservation town of Central Tilba on the NSW South Coast.**

We're seeking a Manager for our multi-award winning, family-owned pub, the Dromedary Hotel. You'll take on a professional team committed to delivering great service and great food all year round. This person will have overall responsibility for the pub, fostering our 'one-team' philosophy with the bar and kitchen teams, and work closely with our excellent Head Chef to continue to build our great reputation for quality food.

You will have loads of autonomy to apply your own expertise and skills to keep the momentum going. You'll also have support from the owners who are remote but very involved and invested in the success of the business. Subject to timing our current manager, who has done an amazing job of improving both the business and of course the "Drom experience", will be available to provide an appropriate handover if needed.

You will be responsible for the Dromedary Hotel's overall operations. Main duties and responsibilities include:

- Creating a welcoming, friendly environment for customers
- Creating a positive work environment for staff and encouraging their career development
- Leading our diverse team, both administratively and by example by being visible and present to actively manage and support both the bar and kitchen teams
- Meeting sales and profitability targets
- Ensuring that the front-of-house is fully staffed appropriately through the year, and coordinate with the kitchen to support overall staffing goals
- Rostering according to forecast demand
- Ensuring consistent, high-quality food and beverages are served to customers all year round
- Maintain a focus on workplace health and safety
- Dealing with customer feedback and solving customer complaints
- All stock control for bar
- Overseeing the cleanliness of staff and the physical bar area and ensuring good standards in and around the building structure and beer garden

Skills and qualifications:

- Excellent leadership skills and ability to manage staff
- Customer service focus and the ability to act on feedback
- A flexible attitude and a positive outlook

- Demonstrated experience in fostering a safe, healthy and positive working environment for all staff
- Good working knowledge of a hospitality business P&L
- The ability to 'manage up' with owners, to ensure they can support and assist where needed
- Good time management
- Ability to identify challenges and identify potential solutions/problem solve
- Experience rostering and planning staffing requirements
- Ability to undertake and oversee regular stock review, rotation and ordering
- Ability to use basic technology and software (Deputy, emails, supplier ordering systems, etc)
- Ability to oversee the Drom's active social media pages (Instagram & Facebook)
- Ability to develop and build relationships with key community and supplier stakeholders
- Knowledge of alcohol and service laws and the confidence to enforce them
- Hospitality, catering or other relevant qualifications
- Good, relevant references

This is a full time, permanent position with a competitive salary and superannuation.

We can provide temporary, short term accommodation for an individual if needed, and we can help find longer term accommodation locally (not included in the package).

Interested applicants should email a resumé to: [thedromedary@outlook.com](mailto:thedromedary@outlook.com)