



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 small 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 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 take the place to the next level. You'll also have loads of support from the owners who are remote but very involved and invested in the success of the business. Our current manager is a family member who is taking a step back to work on some other projects. He is staying local and will be available to provide an extended handover and ongoing support if needed.

Play a central role in helping us deliver our plan to continuously improve the Drom experience.

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

- Leading a small team, both administratively and by example by being visible and present to actively manage and support both the bar and kitchen teams
- Ensuring that the front-of-house is fully staffed appropriately through the year, and coordinate with the kitchen to support overall staffing goals
- Meeting sales and profitability targets
- Creating a welcoming, friendly environment for customers
- Ensuring consistent, high quality food and beverages are served to customers all year round
- Dealing with customer feedback and solving customer complaints
- Creating a positive work environment for staff and encouraging their career development
- 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
- Focus on workplace health and safety

Skills and qualifications:

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

- The ability to 'manage up' with owners, to ensure they can support and assist where needed
- Fostering a safe, healthy and positive working environment for all staff
- Good working knowledge of a hospitality business P&L
- 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 (Xero Me, booking software, emails, supplier ordering systems, etc)
- Ability to develop and build relationships with key 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 or call 0435 956 777.

Deadline for applications: Monday February 19, 2024