



**RETURNED AND SERVICES LEAGUE OF AUSTRALIA (QUEENSLAND BRANCH)
REDLANDS SUB BRANCH INC**

Full Time – Duty Supervisor

Redlands RSL is a fast-growing venue based in Cleveland with over 20,000 members, including more than 1000 Service Members. Our venue consists of a busy a-la-carte restaurant, café, gaming room (160 machines), bars, function rooms and a snooker room.

We are seeking an experienced hospitality professional with an outgoing personality and exceptional customer service skills to join our busy team. The successful applicant must have the ability to supervise a team of staff and have a genuine passion for the industry.

Essential Requirements to be considered are –

- Minimum 3 years industry experience
- Current RSA, RSG, RMLV, Approved Managers Licence, Covid Safe Work Training for Dining In and National Police Check
- Full understanding of bar and gaming operations with food operations experience an advantage
- Extensive knowledge of Liquor and Gaming Regulations
- Money handling skills, including cash balancing, banking and reporting
- Excellent communication skills with the ability to liaise with staff, contractors, members and visitors
- High levels of computer literacy
- Excellent organisational skills and attention to detail and good time management skills
- Keen eye for detail, generate motivation and enthusiasm within the team
- Nurture a positive working environment and lead by example
- The ability to build a strong rapport with members and guests
- Must have exceptional organisational, leadership and customer service skills
- Ability to monitor employee's performance and presentation and provide coaching and guidance when needed
- You will be required to have a strong presence on the floor, be hands-on and proactively manage customer service levels
- Must be able to work a rotating roster of weekdays, nights, weekends and public holidays
- Probation period and remuneration package dependent on experience

If you are a team player, a leader of people, have a passion for excelling in customer service and wish to further your career in a management role please email your Resume to david.king@redlandsrsl.com.au. Applications close 5.00pm on Monday 23rd August 2021, however, if a suitable applicant is forthcoming prior to the closing date the position may be filled.

We thank you for taking the time to apply, however, we are only able to contact those selected for an interview.

**RECRUITMENT AGENCIES PLEASE NOTE - UNSOLICITED RESUMES, EMAILS & PHONE
CALLS WILL NOT BE ACCEPTED**