

**Thank you for taking an interest in joining our Metz Team**

**We have the following vacancies available:**

**FRONT OF HOUSE SUPERVISOR  
[ full time ]**

**FOOD & BEVERAGE ATTENDANTS  
[ full-time trainees or casual ]**

**BAR & COCKTAIL PROFESSIONAL  
[ option for part or full-time ]**

To view each position description and role requirements in more detail, please view the following pages:

If you are interested in a role with us, including any outside the above, we encourage you to send us your resume with a cover letter & the position you are seeking, to: **[careers@themetzlaunceston.com.au](mailto:careers@themetzlaunceston.com.au)**

We keep resumes on file for a period of 3 months for current and upcoming roles. If you have been unsuccessful for a role, your resume will not be held.

## FRONT OF HOUSE SUPERVISOR [ full time ]

### About Us:

At The Metz, we offer a fabulous dining experience for all our guests. We offer a fun team environment, a flexible workplace where we encourage our team members to learn, grow and prosper. Our lunch and dinner services are dynamic, fast paced and always refreshing with new faces and visitors to greet. We offer in house training sessions, new menu tastings and a host of tools and procedures to allow you to succeed. Our close-knit leadership team offers a nurturing environment and encourages open communication. We are open 7 days a week in the heart of the Launceston CBD – with a focus on supporting our local community.

### About the Opportunity:

We are seeking a dynamic Front of House Supervisor to lead our team of Food and Beverage Attendants.

As part of your role, you will be responsible for:

- Supervising the floor during service periods to ensure that all Metz standards and steps of service are met through all guest interactions.
- Observe team performance and encourage improvement where necessary.
- Ensure staffing levels for all shifts are accurate and have had fluctuations assessed based on operational requirements
- Organise and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as menu changes, procedural changes.
- Assist the Owners in interviewing, selecting, training, supervising, counselling and disciplining new front of house staff.
- Ensure basic standard operating procedures for FOH are in place and are in compliance with Federal, state, local and The Metz own practices. (eg. RSA)
- Ensuring that all steps of service as outlined in training materials / meeting minutes / internal social media and hard copy memorandums are being followed on a daily basis.
- Assist & provide support during special events in the restaurant such as theme days, promotions and fundraisers.
- Work closely with Leadership Team with ensuring flow of communication and consistency across all the Metz Team

### The Ideal Candidate Must Have:

- Prior experience in a supervisory capacity, preferably in a section / table service restaurant
- An open, mature & professional communication style with the ability to drive a team to success
- Strong understand of dietary requirements and how to relay them in a high-pressure environment
- Previous management skills and the ability to work independently to deliver on KPIs
- Understanding of operational performance and the ability to make improvements when and where needed
- A highly structured and organised approach, managing multiple tasks simultaneously
- Ability to perform in a high-pressure environment
- Organisational and time management skills
- Exceptional communication and presentation with the ability to adapt training styles to suit our team's needs
- Ability to assist with hiring new FOH Staff and managing performance within our team
- Available and willing to work weekends, public holidays, and split shifts.

Remuneration will be commensurate with skills, qualifications, and experience.

We operate under the Restaurant Industry Award – MA 000119

## FOOD & BEVERAGE ATTENDANT [ full-time trainees or casual ]

### About Us:

At The Metz, we offer a fabulous dining experience for all our guests. We offer a fun team environment, a flexible workplace where we encourage our team members to learn, grow and prosper. Our lunch and dinner services are dynamic, fast paced and always refreshing with new faces and visitors to greet. We offer in house training sessions, new menu tastings and a host of tools and procedures to allow you to succeed. Our close-knit leadership team offers a nurturing environment and encourages open communication. We are open 7 days a week in the heart of the Launceston CBD – with a focus on supporting our local community.

### About the Opportunity:

As part of your role, you will be responsible for:

- Maintain professional standards of customer service through building great rapport with our customers and provide an environment that ensures clients of The Metz enjoy an exceptional dining experience that makes them want to return.
- Handling reservations both in person and over the phone
- Greeting and seating customers
- Relaying any relevant specials or amendments of menu items to customers
- Taking orders ensuring to assess dietary requirements, allergies or special requests
- Delivering meals and beverages to table (bridging and tray carrying skills are essential in this role or the ability to learn this skill quickly)
- Clearing and cleaning tables to a Covid Safe standard with attention to detail of resetting tables to our Metz standards
- Ability to assess and handle customer's satisfaction
- Ensure customers are served in a professional and timely manner
- Follow hygienic food and beverage handling procedures
- Provide general assistance in cleaning and polishing glassware and cutlery when required ,
- The Food & Beverage Attendant will work under general supervision and guidance of our Operational Manager as well as the Owners

### The Ideal Candidate Must Have:

- Prior experience in a similar role is well regarded but not essential
- If applying for a Trainee position, you must be willing to undertake study for a Certificate II or III in Hospitality
- An open, mature & professional communication style with the ability to work in a team
- Strong understand of dietary requirements and how to relay them in a high-pressure environment
- Must have ability to multitask efficiently
- Organisational and time management skills
- Ability to show great initiative
- Current RSA is essential or must be able to acquire within 3 months of employment
- Available and willing to work weekends, public holidays, and split shifts.

Remuneration will be commensurate with skills, qualifications and experience.  
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## BAR & COCKTAIL PROFESSIONAL [ part or full time opportunity ]

### About Us:

At The Metz, we offer a fabulous dining experience for all our guests. We offer a fun team environment, a flexible workplace where we encourage our team members to learn, grow and prosper. Our lunch and dinner services are dynamic, fast paced and always refreshing with new faces and visitors to greet. We offer in house training sessions, new menu tastings and a host of tools and procedures to allow you to succeed. Our close-knit leadership team offers a nurturing environment and encourages open communication. We are open 7 days a week in the heart of the Launceston CBD – with a focus on supporting our local community.

Winners of Best Bar Presentation and Service at the THA Business Excellence Awards - 2021

### About the Opportunity:

We are seeking a vibrant, fun and professional Bar and Cocktail team member.

As part of your role, you will be responsible for:

- Set up and pack down of bar each day
- Prep required products for an effective and streamlined service (juice, garnishes, pre-batch etc)
- Create beautifully presented beverages – wine, beers, cocktails etc.
- Basic coffee making and latte art essential (or ability to learn)
- Liaising with Owners and offering suggestions for changes and new updates to beverage lists
- Assist & provide support during special events in the restaurant such as theme days, promotions and fundraisers.
- Work closely with Leadership Team with ensuring flow of communication and consistency across all bar offerings

### The Ideal Candidate Must Have:

- A flair for making creative and mouth-watering cocktails
- Ability to converse with customers from all walks of life in an engaging way
- Can create cocktails with consistency and efficiency
- Ability to assist in the creation of new and future drinks lists inclusive of cocktails, beers, wines, spirits
- An open, mature & professional communication style
- Ability to work in a fast paced and high-pressure environment
- Up to date knowledge of local and international beverage trends and products
- Ability to work independently, unsupervised and with great initiative
- A highly structured and organised approach, managing multiple tasks simultaneously
- Exceptional communication and presentation style
- Excellent attention to detail both in creation of beverages and also in bar presentation and cleanliness
- Current RSA is essential
- Availability to work weekends, public holidays, and split shifts where required

Remuneration will be commensurate with skills, qualifications and experience.

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