



**JOB TITLE:** Canteen Manager

**JOB TYPE:** Casual

**LOCATION:** Clippers Stadium, 22 Elizabeth Daniels Way, Buderim QLD

**KEY INTERNAL CONTACTS:** Operations Manager

**POSITION OVERVIEW:** The Canteen Supervisor will manage the club's canteen operations on game days and events, overseeing food, beverage and bar sales, maintaining a clean and safe environment, managing stock, and delivering excellent customer service. The role includes supervising staff and volunteers and ensuring smooth operations during competitions, training, and other club activities. The position is crucial for maintaining high food service standards, customer satisfaction, and financial performance, while fostering a positive community atmosphere at the club.

The canteen is typically operational during game days, trainings, and other events. Some hours may include weekends, evenings, and public holidays depending on the club's schedule.

### **MAIN DUTIES/RESPONSIBILITIES:**

- Canteen Operations:
  - Oversee the day-to-day operation of the canteen, ensuring food and beverages are available and served efficiently to players, families, and visitors.
  - Prepare and serve food and drinks in line with club menu offerings
  - Ensure stock control by managing inventory, ordering supplies, and maintaining an adequate stock of canteen items.
  - Maintain accurate cash handling and perform register operations, including transactions and balancing at the end of each shift.
  - Wash supplied club singlets for weeknight competitions.
- Adhere to food safety regulations and ensure all food handling, preparation, and storage meet health codes.
- Supervise and coordinate volunteers and part-time staff working in the canteen, providing training and support when needed.
- Deliver excellent customer service by interacting with players, parents, and visitors in a friendly, professional, and approachable manner.
- Ensure the canteen operates within budget and contributes to the financial goals of the club. Report to the Club Management on a regular basis about canteen performance, stock needs, and any issues that arise.
- Support the club during game days, tournaments, and special events by ensuring the canteen is fully stocked and ready to meet demand.
- Assist in promoting the canteen offerings, including special promotions, deals, or seasonal menus.

### **SKILLS & EXPERIENCE**

**Qualifications:**

- First Aid Certificate
- RSA (responsible Service of Alcohol)
- Blue Card

**Experience:**

- Previous experience in a food service or canteen role, including food handling and customer service.
- Knowledge of food safety standards and hygiene regulations.
- Proficiency with cash handling and basic financial management.

**Skills:**

- Strong organizational skills with the ability to manage stock, finances, and scheduling.
- Ability to work under pressure in a fast-paced environment, especially during game days and events.
- Excellent communication and interpersonal skills for interacting with customers and supervising staff and volunteers.
- Proactive and responsible – Ability to take initiative and manage tasks without direct supervision

**PERFORMANCE GOALS:**

- Reliable with a strong work ethic.
- Friendly and approachable, with excellent customer service skills.
- Able to deal with challenges efficiently and calmly.
- Detail-oriented, ensuring high standards of cleanliness and food quality are met.
- Ensure that the canteen area is safe, clean, and well-maintained.
- Be responsible for opening and closing the venue when required, ensuring the space is prepared for events.
- Assist with additional tasks as directed by management contributing to the overall success of the organisation.
- Work collaboratively with team members, fostering a positive, cooperative environment to achieve organisational goals.
- Participate in professional development, including self-directed learning and any required training, to continuously improve skills and knowledge.