

Position Title Senior Bistro Supervisor

Level: Award – Grade 4

Reports to: Food & Beverage Manager

Department: Hospitality

Red Energy Arena

Primary Location: 91 Inglis Street, West Bendigo VIC 3550

Updated: August 2025



Organisational Context

Bendigo Stadium Limited (BSL) manages and operates of the Bendigo Stadium, Borough Club, St Arnaud Sporting Club and Swan Hill Indoor Sports and Recreation Centre. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.

Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Spirt and Phantoms Volleyball Club.

Primary Purpose

The Senior Bistro Supervisor (Food and Beverage) plays a key leadership role in ensuring the delivery of high quality hospitality experiences across Red Energy Arena. This position oversees day-to-day food and beverage operations, supervises staff, and supports the Head Chef and Bar & Gaming Manager in achieving service excellence, compliance, and operational efficiency. The role contributes to creating a welcoming, safe, and professional environment for patrons, staff, and stakeholders.

This position involves a combination of food and bar service, with a strong emphasis on customer engagement, efficiency, and working as part of a cohesive team. As a member of our One Team environment, you'll collaborate closely with both the kitchen and bar teams to ensure smooth service and a seamless experience for our guests with a Customer First Experience focus.

Direct Reports

Front of House Supervisors, Front of House Attendants and Bar Attendants.

Key Result Areas

Key Result Area	Responsibility	Measure
<p>Customer Service Experience</p>	<p>Greet customers promptly on arrival, seat them provide menus and explain food and drink ordering procedures.</p> <p>Accurately record customer orders and relay to the Kitchen.</p> <p>Assist Front of House team in the busy periods of service to serve meals to customers in accordance with the company’s Food Safety program.</p> <p>Closely monitor seatings and turnaround times.</p> <p>Allocate walk-in guests and wait-lists when necessary, communicating with guests regarding wait times.</p> <p>Respond to customer complaints/queries.</p> <p>Seek feedback from significant bookings with a follow up consultation / phone call.</p> <p>Have a thorough knowledge of menu, potential dietary requirements and food and beverage programs at the venue.</p> <p>Establishing, promoting and maintaining quality relationships between guests and regulars.</p>	<p>Client satisfaction with service levels.</p> <p>Demonstrates effective methods of dealing with customer complaints/queries.</p>
<p>Front of House Activities</p>	<p>Supervise staff on each shift for the restaurant and during events to ensure that Front of House and the Bar runs efficiently and professional standards are maintained.</p> <p>Oversee and systematise food and bar service including seating arrangements, setting of tables and till preparation.</p> <p>Follow up with large bookings to ensure confirmation and requirements.</p> <p>Collaborate with the Head Chef and Bar & Gaming Manager in relation to promotional calendar for revenue driving ideas.</p> <p>Ensure a high standard of cleanliness and presentation of the restaurant is maintained at all times.</p> <p>Communicate bookings to the Head Chef and Bar & Gaming Manager to ensure adequate staffing levels are achieved.</p> <p>Following up and finalising community rebates.</p>	<p>Venue is well presented.</p> <p>Tables are reset and clean.</p> <p>Area remains tidy and clean.</p> <p>Till is balanced and monies accounted for.</p> <p>Ensure feedback is clear and concise</p> <p>Ensure communication is in line with the BSL policies and procedure and performed in a timely manner.</p>

<p>Professionalism</p>	<p>Conduct is courteous and professional.</p> <p>Provide best in class customer service experience, including order taking, general waiting duties and attending to customer queries.</p> <p>Patron privacy is respected.</p>	<p>Client satisfaction feedback.</p> <p>Performance reviews with Front of House Supervisor.</p>
<p>Leadership</p>	<p>In collaboration with Food & Beverage Manager plan and be responsible for budget management.</p> <p>Identify team capability gaps to coach, support and upskill accordingly.</p> <p>Continually monitor customer satisfaction and remain up to date on current industry trends.</p> <p>Analyse key restaurant and bar data to pursue improvements of the business.</p> <p>Assist with updating and maintaining all POS for the Bistro.</p> <p>Comply with health & safety requirements in accordance with the relevant legislation and the company Occupational Health and Safety policies.</p> <p>Practice responsible service of alcohol and food as per Company policy and procedures.</p> <p>Comply with the rules, by laws and company policies and procedures as published from time to time.</p> <p>Report all incidents and compliance issues according to company polices and procedures via Op Central.</p> <p>Maintain First Aid accreditation.</p>	<p>Adhere to BSL Policies and Procedures</p> <p>Staff rosters are finalised and distributed to FOH team members fortnightly in advance</p> <p>Performance reviews with Front of House Supervisor and Front of House Staff.</p> <p>Always adhere to the health and safety legislation.</p> <p>Always comply with Company Food Safety Program.</p> <p>Always comply with liquor licensing and food safety legislation and Company codes of practice.</p> <p>Submitting Incident Reports via Op Central within 24 hours</p> <p>Updating of pricing to POS within 24 hours</p>

<p>BSL Values;</p> <p>One Team</p> <p>Be Accountable</p> <p>People First</p> <p>Excellence</p> <p>Think Big</p>	<p>Uphold and demonstrate BSL's vision, mission, and values by upholding our charter at all times.</p> <p>Effective, efficient, and professional management of the business unit and its direct reports.</p> <p>Deliver BSL's experiences, products and services in line with the culture of excellence.</p> <p>Always act morally and ethically in all interactions with others.</p> <p>Adhere to BSL systems and procedures as outlined in Internal comms platform.</p> <p>Adhere to BSL's management practices as outlined in Op Central.</p> <p>Exercise discretion and independent judgment in taking commercial and operating decisions to achieve business results.</p>	<p>Always living the core organisational values</p>
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EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE

- Moderate physical activity
- Basic PC software skills:
 - E-mail / Internet
 - MS Word
 - MS Excel

EDUCATION AND SKILLS

Minimum Qualifications:

- Acquire and maintain Food Handling Course (SITXFSA001 - Use hygienic practices for food safety accreditation).
- Must hold a Working with Children’s Check (WWCC).
- Must satisfactorily pass a Police Check.
- First Aid Certification

Job, specific, skills, experience,

Knowledge and abilities:

Desired Knowledge and Experience:

- A qualification in Hospitality Management and at least 2+ years’ managerial experience working in a similar role within restaurants, cafés or dining rooms.
- Strong working knowledge of front of house and bar operations including inventory management and POS systems.
- Proven ability to lead and manage staff and create a highly driven and motivated approach to customer service.
- Experience in developing and executing operational procedures
- Proven experience in building and sustaining productive internal and external relationships and working collaboratively across teams.
- Demonstrated conflict resolution and problem solving skills
- Strong understanding of front of house financials and KPIs
- A strong working knowledge of wine, paring and upselling techniques.

Desired Skills:

- Demonstrate coaching and training of new staff and upskilling existing staff.

Personal attributes:

- A love for food and beverage and a passion for the hospitality industry.
- Ability to work cooperatively in a team environment.
- Ability to lead a team, whilst maintaining calm and professional.
- Ability to work to deadlines and prioritise work.
- Ability to take the initiative and work with little or no supervision.