

Application Instruction:

- Only applications received from Website will be considered
- Each Position has two Application codes referenced below, Kindly use those in the Subject Line e.g AS56754 AS8976
- Shortlisted Applicants will be notified within 1 week of Submission of Application for an Interview
- To apply click on this link <https://potbellyshack.com/job-application>

Restaurant Manager Job Description

Job Summary

We are seeking an experienced Restaurant Manager to join the team of our bustling restaurant. We are interested in someone who will be responsible for implementing restaurant policies and procedures while managing and motivating staff to achieve revenue objectives. The ideal candidate will have strategies to ensure high standards of customer service are held, in addition to ensuring compliance with Industry regulation. This person will be chiefly responsible for ensuring that the restaurant runs profitably and efficiently, and as such they should be both a leader and an organizer.

Responsibilities

- Train, coach, and supervise staff
- Develop and manage staff schedules
- Ensure compliance with food, health and safety guidelines and procedures
- Work with management to meet revenue objectives
- Monitor trends and develop and implement appropriate strategies to correct negative trends and improve sales Code A is (GM0808)
- Cultivate and maintain a positive working environment
- Follow and uphold company policies and procedures regarding the handling of cash, property, products, and equipment
- Conflict management skills and problem-solving skills are critical for this role

Qualifications and Skills

- 5+ years' experience in the restaurant industry with some management experience
- Education or formal training in hospitality, marketing or public relations is preferred Code B is (GM0803)
- Ability to work flexible hours, including nights and weekends
- Exceptional interpersonal and communication skills
- Excellent organization, bookkeeping, and leadership skills
- Dependable and reliable
- Bachelor's degree or higher. Code C is (GM6787)

Restaurant Bartender Job Description

Job Summary

Our busy bar is looking for a Bartender familiar with a wide array of drinks, both trending and old-school, while delivering quality customer service. The ideal candidate will be monitoring alcohol inventories (especially at the end of each night) and will support the manager in ordering alcohol to help maintain adequate inventory.

Responsibilities

- Mix drinks and serve customers
- Monitor pour levels to keep drink costs at a minimum
- Maintain a safe bar environment Code A is (BT04563)
- Follow health department regulations to ensure a clean and organized bar area

Qualifications and Skills

- Diploma/equivalent required
- 2+ years' experience as a bartender
- Mixology certification from a reputable bartending school is desirable Code B is (BT04638)
- Physical demands include standing for an eight-hour shift and lifting 5kg+ boxes
- Exceptional customer service and interpersonal communications skills

Restaurant Server Job Description

Job Summary

We are seeking a motivated and friendly Server who thrives in delivering excellent customer service. . You'll be the face of our restaurant and responsible for our customers' experiences. The Server will be responsible for taking orders from customers, describing menu items. You'll be the face of our restaurant and responsible for our customers' experiences and delivering an exceptional customer experience. The ideal candidate will have previous experience as a Server in a fast-paced restaurant offering excellent service to customers. You need to be quick on your feet (literally and metaphorically) and have a polite and friendly attitude. If you enjoy talking to people, if this sounds like you and you thrive in a fast-paced workplace, we'd like to meet you.

Your goal will be to provide high-quality service that will help us maintain and attract customers.

Responsibilities

- Offer friendly and respectful customer service
- Take customers' food and drink orders
- Ensure all orders are accurately brought to the customer in a timely manner
- Deliver knowledge of menu and specials and suggest dishes Code A is (WS9731)
- Work alongside restaurant management to address customer concerns
- Assist with front-of-house side-work to maintain a clean and orderly environment
- Assist with setting tables and rearranging tables to accommodate larger parties

Qualifications and Skills

- High school certificate/diploma equivalent required
- 2+ years' Server experience preferred
- Strong customer service skills required
- Knowledge and passion for food! Code B is (WS9731)
- Proven restaurant serving or waitering experience

Restaurant Line Cook Job Description

Job Summary

We are looking for a professional Line Cook who can work with an organized team to prepare meals at a busy concept restaurant. The Line Cook's responsibilities will be to prep ingredients, cook meals, and keep a sanitized work area. The ideal candidate has experience in the foodservice industry and shares a strong commitment to exemplary food presentation and garnishing and understands the importance of impressing guests and creating repeat business.

Responsibilities

- Prep ingredients for menu items using restaurant recipes
- Learn and utilize the restaurants' kitchen procedures for serving portion sizes and all basic meal prep
- Follow restaurant standards to keep kitchen, food prep areas, and food storage areas clean and organized Code A is (KS8430)
- Contribute to the team's efficiency by helping with prep work for other shifts when needed
- Follow restaurant produce schedule, monitor product freshness, and rotate out old product

Qualifications and Skills

- 2+ years' cooking and kitchen organization experience
- diploma/equivalent required
- Ability to work on your feet for eight hours or more a day
- High level of professionalism
- Teamwork skills and work collaboratively in a fast-paced kitchen environment
- Excellent verbal communication and organizational skills
- Must be able to lift at least 5kg+ at a time on a regular basis
- Must live **around Osu** or its environs B is (KS3230)

Restaurant Host Job Description

Job Summary

We are seeking a friendly Host to work varying shifts, including weekends. We are looking for someone who is friendly, comfortable making small talk, and can get to know local patrons on a first-name basis. You should be a team player, comfortable with filling in for bussers, servers and bartenders when shifts get busy. Our ideal candidate shares the same values we do, so if you enjoy people and love hospitality, we want to hear from you.

Responsibilities

- Greet customers when they first arrive
- Coordinate reservations, create waitlists, and offer patrons accurate wait time estimates during busy periods
- Be responsible for ensuring a neat and organized front of house that reflects our establishment
- Seat guests and take drink orders to ensure efficiency in speed of service
- Assist with opening/closing tasks and side work as needed Code A is (HS7812)
- Learn menu items and specials
- Be conscious of server workloads and rotate seating between different stations

Qualifications and Skills

- High school certificate/diploma or equivalent preferred
- Flexible schedule, including weekend/evening shifts
- 1+ year of customer service experience in the hospitality industry
- Excellent time management skills Code A is (HS7812)
- A friendly and warm disposition
- Team player
- Able to work at least every other holiday