

Position Charter

Hospitality Manager



| | |
|------------------------|---|
| Reports to: | Executive Assistant |
| Direct Reports: | Nil |
| Purpose: | Oversee procurement of efficient and high quality food services across all campuses of Gateway Baptist Church (GBC), ensure staff and volunteer hospitality teams are trained and compliant to all Food Safety and Workplace Health & Safety Standards in all Gateway campuses and manage the operations of the Mackenzie Coffee Shop and its volunteers. |
| Updated: | September 2018 |
| Load: | 5 days/week |

| Key Result Areas (responsibility) | Key Result Objectives (outcomes) | Vital Sign (measure) |
|--|---|---|
| Central procurement of catering supplies for all GBC campuses | <ul style="list-style-type: none"> • Source and co-ordinate delivery of high quality, cost efficient food services for all campuses and ministries • Establish a standardised menu and ordering system, together with associated procedures and training for all relevant staff and volunteers | <ul style="list-style-type: none"> • Established menu and ordering procedure • Timely, quality deliveries of food services as required by ministries |
| Catering/Events | <ul style="list-style-type: none"> • Deliver quality catering for Executive/SLT events including Staff Retreat, Vision Weekend and funerals for our members • Staff meeting catering as required • Work with the Communications & Creative Ministries Director to design menus and provision of catering for Sunday Events | <ul style="list-style-type: none"> • Cost efficient and quality provision of food, beverages and hospitality that reflects our Gateway values |
| Workplace Health & Safety – Training and Compliance across all staff and volunteers | <ul style="list-style-type: none"> • Ensure our kitchen spaces are compliant with all regulatory standards and government department requirements • Ensure there is a food safety induction process and ongoing training and compliance for all GBC staff and volunteers accessing kitchen or hospitality spaces • Ensure safe onsite food and non-consumables storage in all campuses | <ul style="list-style-type: none"> • Current food licenses and compliant hospitality spaces • Formal induction and training procedure for food safety training of all relevant staff and volunteers |
| Mackenzie Coffee Shop Management | <ul style="list-style-type: none"> • Lead the Coffee Shop ministry at Mackenzie • Work with team leaders to recruit and grow volunteer teams that reflect Gateway values in our ministry focus and operational practice • Develop training programs and connection opportunities for volunteer teams • Deliver efficient operational management of the coffee shop, including stock control, POS reconciliation and provision of high quality food, beverages and customer service. | <ul style="list-style-type: none"> • Full volunteer teams in Mackenzie coffee shop • Increase in unique customers and sales YOY |
| | | |

Local Campus Hospitality

- Work with Campus Pastors to establish hospitality teams in their local campus
- Work with the local campus hospitality leader to ensure delivery and currency of training, compliance and hospitality procedures
- Embed a ministry culture that reflects Gateway's values.

- Food services spaces at local campuses that are compliant with all regulatory standards and government department requirements
- Key leader/s at all campuses who are trained and compliant with all regulatory standards and government department requirements