

Wheeler's Seafood Restaurant

Position Description

Position Title: Oyster Farm Tour Leader
Position Reports to: Jacqui Smith - Owner
Position Description Issue Date: 12/10/2018
Location: 162 Arthur Kaine Dr, Pambula NSW 2549

Who this would suit

This role would suit anyone with a passion for nature, farming, learning, teaching, public speaking, guiding others, and developing their own knowledge and skills.

This role would best suit a semi-retired individual, a student, or someone looking to complement their regular work commitments with something fun, upbeat, social and educational, in a great hospitality environment that greets fresh faces every day.

Working Hours

1 to 5 shifts per week (days flexible between Tues, Weds, Thurs, Fri and Sat), 10.30–12.30pm
(2hrs, paid)

Working Relationships

Internally

- Communicate and collaborate effectively with the Restaurant Manager and Takeaway Shop Manager regarding Tour bookings and Tour and Dining Packages
- Work with the Marketing and Events Manager to contribute to the promotion of Tours
- Actively share ideas, observations, suggestions for improvement and constructive feedback with Management

Externally

- Customers, tour guides and tour agents
- Staff working for Wheeler's Oyster Farm
- Local tourism representatives

Key Responsibilities

Reporting to the Owner, responsibilities and essential job functions include, but are not limited to:

Managing bookings

- Each day, monitor tour bookings (including last minute bookings immediately before tour commencement)
- Communicate tour numbers to relevant staff so that the tour is catered for
- Communicate tour numbers before each tour, to Wheeler's Oyster Farm to manage expectations

- Call customers when required to confirm, cancel or provide more information regarding tours

Public speaking and guiding

- Speak confidently, commanding groups from 4 to 50 people, effectively communicating the content of the tour
- Use imagination, humour and story-telling skills to engage an audience with the content
- Guide an 11am walking tour each day, around the uneven terrain of the oyster farm property

Customer Service

- Engage with tour participants in a courteous and personal manner, recognising the different needs of each group, and making adjustments to offer the best experience
- Be punctual, prepared, well-presented and organised to ensure professional service
- Deliver tours in a timely fashion with a maximum duration of 45-1hr
- Be sure to communicate comments and feedback from tour participants, and areas for improvement to Management.

Knowledge and learning

- Show initiative by researching and asking questions
- Be forthcoming in proposing how Management can support your learning and development to better deliver tours
- Ensure that you are knowledgeable by participating in Tour training sessions

Financial

- Ensure that all tour payments have been received by all individual participants, and tour groups, and communicate with Management regarding payments, flagging any difficulties
- Learn basic technical processes for operating Point of Sale and taking payments for tours

Marketing and Promotion

- Identify marketing opportunities and provide information to the Marketing and Events Manager based on customer feedback
- Implement marketing strategies as part of tour communications. For example, promoting tour and dining packages.

Safety and risk assessment

- Prioritise the safety of your group as they walk around the farm.
- Be aware of inherent risks associated with farm machinery, uneven terrain, and unfamiliar environments, and seek advice before touching anything
- Supervise tour participants, ensuring you can observe all guests, and that no customer subjects themselves to potential harm
- Take steps to remove any immediate risks or hazards, or bring them to the attention of the farm staff or Wheeler's Management immediately
- Understand Wheeler's procedures related to first aid

Other duties:

If a tour does not go ahead on any given day, the Tour Leader's shift is still guaranteed. They will be asked, however, to use the hour reserved for the delivery of the tour to instead contribute to the organisation in other ways. For example:

- Assisting with storeroom organisation
- Assisting with maintenance or handyman work (if skilled to do so)
- Assisting with marketing research and other administrative activities (if skilled to do so)
- Communicating with representatives for future bookings, helping to plan their visit to Wheeler's.
- Task-based work performed in the Shop or Restaurant
- Other duties, based on the individual skill set of the person

Diversifying the role in this way allows Wheeler's the guarantee the shift.

Behavioural Competencies

At Wheeler's, all staff will behave in accordance with our Values of:

- Quality
- Fairness
- Integrity
- Collaboration
- Respect for The Individual
- Respect for The Environment
- Creating Opportunity Through Effort
- Personal Growth Through Knowledge

Safety Issues Significant to the Position (include but are not limited to):

- Constant standing and walking throughout shift
- Frequent lifting and carrying heavy items
- Proximity to hot stoves, pans, fryers and grills
- Requirement to use sharp equipment
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

General Health and Safety

All employees are responsible for:

- Compliance with restaurant policy, safety systems and applicable health & safety regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices

- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures

How to Apply

After reading the position description, email your cover letter to info@wheelersoysters.com.au, outlining why you would be a perfect Oyster Farm Tour Leader.

Enquiries: Nicky Austin, Marketing and Events Manager (02) 6495 6330