



Café Supervisor

Lead the guest experience.

EMPLOYMENT TYPE

Full-time or part-time

REPORTS TO

Café Site Manager

AWARD / REMUNERATION

Hospitality Industry (General) Award (HIGA) — Food & Beverage Supervisor; above-award opportunities available

01 THE OPPORTUNITY

Lead exceptional service at one of Australia's most iconic hospitality destinations

As a Café Supervisor, you'll play a key leadership role in creating memorable guest experiences while supporting the day-to-day operation of one of Victoria's newest hospitality destinations. Working closely with the Café Site Manager, you'll lead from the floor, mentor the front-of-house team and ensure every guest enjoys warm, professional and efficient service. This is an ideal opportunity for an experienced hospitality professional looking to develop their leadership career in a fast-paced, high-volume environment.

The venue. Operated by Elizabeth Andrews Catering, the Twelve Apostles Café forms the hospitality sector within the new Twelve Apostles Visitor Experience Centre on Victoria's spectacular Great Ocean Road. Welcoming more than two million visitors each year, the hospitality sector includes a 160-seat indoor café and restaurant, a 68-seat outdoor dining terrace, a premium grab-and-go café, an artisan gelato bar, a takeaway kiosk, and catering for tour groups and special events.

02 ABOUT THE ROLE

As Café Supervisor, you'll coordinate the day-to-day operation of front-of-house service, supporting the team across multiple service styles while maintaining exceptional standards of hospitality. You'll lead by example, coach team members, coordinate workflow and help create a positive team culture where quality service, teamwork and guest satisfaction are at the centre of everything we do.

03 KEY RESPONSIBILITIES

- Lead front-of-house operations during allocated shifts, ensuring exceptional guest experiences across all service areas.
- Mentor, support and develop Food & Beverage Attendants and Baristas through coaching and on-shift leadership.
- Coordinate daily service, allocate team responsibilities and maintain efficient workflow throughout each shift.
- Ensure consistent service standards across the café, takeaway kiosk, grab-and-go café, gelato bar and group catering.
- Respond to guest enquiries and resolve concerns professionally and confidently.
- Support onboarding and training of new team members.
- Assist with opening and closing procedures, cash handling and daily reconciliation.
- Monitor venue presentation, cleanliness and service readiness throughout the day.
- Ensure compliance with food safety, RSA, workplace health and safety and company procedures.
- Work collaboratively with the Head Chef and kitchen brigade to deliver seamless service.

04 ABOUT YOU

- Previous experience in a hospitality supervisory or team leadership role.
- Experience working in a busy café, restaurant, tourism or hospitality environment.
- A genuine passion for delivering exceptional customer service.
- Strong leadership, communication and organisational skills.
- Confidence leading a team in a fast-paced environment.
- Excellent problem-solving abilities and service recovery skills.
- Experience using POS systems and handling cash.
- Current Victorian RSA certification.
- Availability to work weekends, public holidays and peak tourism periods.
- Full Australian working rights.

05 DESIRABLE

The following experience will be highly regarded:

- Food Safety Supervisor certification.
- First Aid qualification.
- Multi-outlet or counter-service experience.
- Coffee-making experience.
- The ability to communicate in additional languages, as we welcome visitors from around the world.

06 WHAT SUCCESS LOOKS LIKE

Within your first 90 days you will have:

- Confidently led front-of-house operations across a variety of service periods.
- Built positive relationships with your team through coaching and mentoring.
- Consistently delivered exceptional guest experiences and effective service recovery.
- Maintained strong operational standards across presentation, compliance and workflow.
- Become a trusted leader who supports the Café Site Manager and contributes positively to the culture and success of the venue.



How to apply

Apply online at twelveapostlescafe.com.au — choose **Café Supervisor** from the role list and attach your resume. Our team reviews every application and will be in touch to arrange a chat. Questions? Email hr@elizabethandrews.com.au.