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| **Hotel** | **Job Title** | **Staff Name** | **Video link** | **Video highlights** |
| **Esquire Restaurant** | Restaurant Owner | Mr Ryan Squires | <https://www.youtube.com/watch?v=EzAH_79kHBg> | The owner mentions how his enthusiasm as a chef and finding the right, equipped place motivated him to open Esquire Restaurant. He discusses how a restaurant should adopt change in everything from décor to dishes on the menu. He talks about his diverse role, being on top of every little detail and influencing staff by maintaining a hands on experience; acting as a chef, an owner, a waiter, a cleaner … whenever the need arises to keep across consistency and service standards.  He emphasises the importance of selecting and developing the right calibre team and spending time with them to build team spirit and harmony. |
| Sommelier | Mr Alexandre Serru | https://www.youtube.com/watch?v=mgLSPj3IM3I | The sommelier briefly explains his gradual career progression from learning about the profession and moving through several levels of jobs at restaurants starting from waiter. He highlights how the main job of a sommelier is to advise guests on which wine matches their meal. He has regular tastings of new wines, matching them with the food served at the restaurant, to regularly update the wine list. |
| Head Chef | Mr Brendon Gradidge | https://www.youtube.com/watch?v=xDSL8OMUxiE | The head chef attributes Esquire’s success to investing the time and money to be creative in the menu, while assuring consistency and quality. He emphasises the open communication with the kitchen team and how this has created an atmosphere where everyone can share their ideas and support each other, being creative in what they do in the restaurant.  He also adds that the restaurant follows HACCP guidelines strictly on their day-to-day operations. |
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| **Arriva Restaurant** | Company Director | Matthew Qin | https://www.youtube.com/watch?v=JWFFXPKNcXQ | The owner mentions that starting the business was an idea that came to him while studying and directly after graduation he followed his dream to open the business. He discusses how he uses a management approach called the 4P’s. Also, the owner adds that in order to keep using local fresh produce they offer a seasonal menu. The owner believes that part of his success in running the business is due to his previous experience in the industry while he was a student. |
| Marketing Manager | Giuseppe Panessa | https://www.youtube.com/watch?v=N1YrOvVAP78 | The marketing manager describes the Arriva team as a group of highly passionate Italians who are eager to share the best Italian food, using traditional recipes to preparing authentic dishes. He also acknowledged that they continually reach out to and connect with customers through promotional messages and feedback management using Facebook, email, trip advisor, and any other forms of social media. In addition to his duties he also takes care of selecting new wine to add to the wine list and to match the restaurant dishes. Wine is selected from both Australia and Italy, making for a unique wine list. |
| Restaurant Manager | Vito Perry Chiancone | https://www.youtube.com/watch?v=KkS9Ix5g0cY | The restaurant manager tells how his interest in the industry started at a very early his life and how his early work history back in Italy gave him hands-on experience in managing the floor at the restaurant. This enabled him to later manage a restaurant. He also discusses how part of his duty is to train staff in customer service the Italian way to complement the authentic Italian food … that’s why guests come to the restaurant. He insists that service should be of a high standard with a level of customisation to give a great experience to the restaurant guest. He also mentions the part of the controls in the restaurant. Guests generally pay using EFTPOS. Each day an inventory count is done to compare start of day inventory with end of day inventory against the daily sales to make sure all is in order and no theft or mismanagement is occurring at the restaurant. |
| Chef | Henry Relly |  | The Chef discusses his main duties of preparing the kitchen for the day service, from preparing fresh ingredients, preparing the pizza dough, baking bread, and preparing fresh pasta, in addition to preparing the items for the evening and night service. He mentions that he also is responsible for the quality control of the food materials purchased and stored in the restaurant for cooking. He is always looking out for the best and fresh local products. |
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| **Flying Fish Restaurant** | CEO | Lisa Hobbs | https://www.youtube.com/watch?v=PbWbuziVYhw | The CEO has a long financial industry background in product development and moved to the hospitality industry after the economic crisis. She discusses how the restaurant is part of a group, and she highlights the main business streams in the group structure which are: front of the house, back of the house, sales, and accounts. The business revenue is 35% from events, with the rest from dining. The main role of the CEO is to drive the growth of the business and make sure operations run seamlessly. There is a weekly “flash meeting” with the direct reports, where the CEO goes over the sales and KPI’s of the business including labour cost, food cost, beverage cost, sales, staff rostering, maintenance, and customer feedback. The corporate culture is quality and consistency, and the CEO believes that service precedes food when it comes to guest experience. |
| Assistant Manager | Elizabeth Gleeson |  | The assistant manager has several roles at the restaurant from looking after the day-to-day operations to making sure guests are happy, and staff are happy. The day starts with checking e-mails and bookings, then adjusting staff rostering, followed by a staff briefing just before the service starts. The restaurant offers continuous service training, food, and cocktail tasting for staff. The new staff undergo a 1 month probation, shadowing several functions at the restaurant. |
| Assistant Manager | Daniel O’Donovan |  | The assistant manager mentions that because this restaurant has an open kitchen layout, the front of the house staff and back of the house staff must at all times have open communication and share feedback. The restaurant staff share an early lunch everyday where they get briefed before service starts. |
| Head Chef | Ian Royle | https://www.youtube.com/watch?v=xmABmFPhBZU | The head chef explains how it is essential for an early career chef to start with job placement during or after studying and spend enough time to learn the basics and sharpen their skills before moving ahead. Recruitment is an ongoing process as some apprentice chefs move on and the restaurant relies on personal connections and online applications to get recruits in cooperation with HR. The menu is quite seasonal when it comes to ingredients and is usually changed more than four times a year according to the availability of fresh ingredients in the market. The chef plans several menus including: functions menu, dégustationmenu, and a la carte menu, and the chef maintains a strong relationship with the suppliers to help with the planning and providing of new menu items. When it comes to pricing, many aspects are taken into consideration but most important is portion control on the dish to balance costs with value to guest. With every new dish introduced the kitchen, the waiters and sommelier are assembled to taste and listen to the chef explain the idea and ingredients of the plate, so they are ready for guest inquiries. The kitchen makes use of all of the fish and vegetables to reduce waste and cost by making fish stock and vegetable stock for later use in cooking. |
| Group Sommelier | Paolo Saccone | https://www.youtube.com/watch?v=a2MUwcMRgzE | The sommelier should have essential knowledge about wine, training the palette and sense of smell through tasting wine, becoming informed about different wines, and developing the ability to suitably communicate this to guests. The preparation of the wine list starts with the sommelier reviewing the menu, then going through the elements of the dishes to match wine that complements the dish. The restaurant also offers organic wine to accommodate guests’ special requests. The sommelier is always learning and studying more about wine and training their pallet to different types of wine in order to advance in their career to senior positions and attain certification. The sommelier mentions that different wine types have to be kept under different temperatures in order to keep their taste and characteristics. |