



Food and Beverage Supervisor

Position: Supervisor
Department: Food and Beverage Front of House
Reports to: Restaurant Manager

General Purpose:

Provides efficient service of our guests with superior professionalism and courtesy. Assists the department manager with training, development and implementing customer service standards.

Essential Duties:

- ◆ Ensures guests are attended to in a prompt, efficient and personalized manner.
- ◆ Acts as a liaison between service staff and the kitchen staff to ensure timely and appropriate communications.
- ◆ Ensures that the restaurant and restaurant facilities are kept clean, well-stocked and organized.
- ◆ Checks the maintenance of all equipment in the restaurant and notifies the Restaurant Manager of needed maintenance and repair.
- ◆ Assures all side work is completed, including all cleaning of equipment and storage areas.
- ◆ Assists in coordinating special functions with the Restaurant Manager.
- ◆ Assists Restaurant Manager in performing and maintaining food and beverage inventory.
- ◆ Assists with conducting pre-shift meetings to review specials, menu changes, house counts, etc.
- ◆ Assists in the completion of revenue reports, production reports and other reports as needed.
- ◆ Performs daily activities to include: serving tables, bussing tables, seating guests, food-related service throughout the course, beverage cart operation, general clerical/cashier duties and other duties as required.
- ◆ Assists the Restaurant Manager in interviewing, training, planning, assigning, and directing work. Make recommendations when hiring, evaluating performance, rewarding, and disciplining associates.
- ◆ Addresses complaints and resolves problems professionally.
- ◆ Assists in the coordination of department members that may include, but is not limited to: Hosts, Captains, Servers, Expeditors, and Cashiers.
- ◆ Assists in monitoring business volume forecast and plans accordingly in areas of manpower, productivity, costs and other expenses.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ Liaising with The Datai F&B Department on F&B-related matters in the absence of the Restaurant Manager.



Education/Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

Frequently stands, walks, talks and hears. Regularly uses hands, reaches with hands and arms. Occasionally sits, climbs, balances, stoops, kneels, crawls, crouches, taste or smells. Frequently lifts up to 25 pounds and occasionally lifts up to 50 pounds.

Environment/Noise:

Occasionally works in extreme heat, wet or humid conditions (non-weather). Occasionally works in outdoor weather conditions. Noise level is moderate.

Certificates/Licenses:

Food safety and sanitation training / First Aid and other related certifications

Job Knowledge, Skill, and Ability Preferences:

- ◆ Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).
- ◆ Meets state age requirements for handling alcoholic beverages.
- ◆ Knowledge of POS system

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

NOTE: THIS JOB DESCRIPTION IS NOT EXHAUSTIVE AND THE MANAGEMENT RESERVES THE RIGHT TO ADD, DELETE OR REPLACE JOB TASKS FROM TIME TO TIME

ISSUED BY: HEAD OF DEPARTMENT

NAME AND SIGNATURE:



DATE: _____

RECEIVE AND ACKNOWLEDGED BY:

(_____)

I HEREBY UNDERSTAND THE ABOVE JOB DESCRIPTION AND WILL
PERFORM IN ACCORDANCE TO ALL REQUIREMENTS AS STATED.

SIGNATURE AND DATE: _____

FOR HUMAN RESOURCES USE ONLY:

RECEIVED BY: _____

FILED ON: _____
