

SUPERVISOR JOB DESCRIPTION

Department: Front of House Operations

Reports to: Job Group Manager, General Manager, or Manager on Duty

Typical Work Week: 40 hours

Position Summary

The Supervisor's primary responsibility is to support the staff to success while following the company's processes and working toward the company's goals. They work closely with the staff to make sure everyone is working at optimal levels, making sure they have the supplies and support needed to perform their work as well as ensuring the concept is following all safety, sanitation, and food handling guidelines. This is a hands-on position and needs a leader that is not afraid to get their hands dirty. To be successful in this role, you'll need management skills and experience in both front and back of the house. We want you to know how to oversee the dining room, check-in with customers and balance seating capacity. Back of the house management experience is essential, as you'll guide Cooks and Wait Staff, oversee food prep and make sure we comply with health and safety restaurant regulations. We'll expect you to lead by example and uplift our staff during busy moments in our fast-paced environment. Ultimately, you will ensure our restaurant runs smoothly and customers have pleasant dining experiences.

Essential Duties and Responsibilities

- As a hospitality company, the number one responsibility of every employee, regardless of position, is to provide excellent customer service and to create a warm, inviting, and hospitable environment for our guests and each other.
- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality
- Supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it
- Help control operational costs and identify measures to cut waste
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

Minimum Qualifications (Education, Experience, Skills)

- **2 years of proven work experience as a Supervisor or similar role**
- **Proven customer service experience**
- **Extensive food and beverage knowledge, with ability to remember and recall ingredients and dishes to inform customers and wait staff**
- **Familiarity with restaurant management software, like Toast**
- **Strong leadership, motivational and people skills**
- **BSc degree in Business Administration; hospitality management or culinary schooling is a plus**

- **Food Handler certificate required.**
- **Background check.**

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

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