



Position: Restaurant Supervisor

FLSA: Non-Exempt

Reports to: General Manager

POSITION DESCRIPTION:

Manages the employees and activities of the restaurant. Ensures food quality, cleanliness, and guest satisfaction. Monitoring and reviewing information from supplies, events, or the environment, to detect or assess problems. Providing guidance and direction to employees, including setting performance standards and monitoring performance.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

NOTE: Traditions Spirits, Inc. ® may change the requirements of this job description at any time. These include, but are not limited to the following:

- Communicates regularly with the General Manager the activities of the restaurant and its employees to include written reports of the activities at the General Mangers requests.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in dining facility
- Plan menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs
- Direct worker training programs, resolve personnel problems, and evaluate employee performance in dining facility
- Estimate food, liquor, wine, and other beverage consumption in order to anticipate amounts to be purchased or requisitioned
- Investigate and resolve complaints regarding food quality, guest service, or facility cleanliness
- Keep records required by government agencies regarding sanitation, and food subsidies when appropriate
- Test cooked food by tasting and smelling it in order to ensure palatability and flavor conformity
- Arrange for equipment maintenance and repairs, and coordinate a variety of services such as waste removal and pest control
- Assess staffing needs and notify Human Resources your needs on a weekly basis, Recruit staff when possible
- Establish minimum standards for employee performance and guest service
- Greet guests, escort them to their seats, and present them with menus and wine lists
- Maintain food and equipment inventories, and keep inventory records
- Monitor employee and guest activities in order to ensure liquor regulations are obeyed
- Order and purchase equipment and supplies when directed.
- Perform some food preparation or service tasks such as cooking, clearing tables, and serving food and drinks when necessary
- Record the number, type, and cost of items sold in order to determine which items may be unpopular or less profitable
- Schedule and receive food and beverage deliveries, checking delivery contents in order to verify product quality and quantity
- Schedule staff hours and assign duties
- Schedule use of facilities or catering services for events such as banquets or receptions, and negotiate details of arrangements with clients
- Take dining reservations
- Explain how various menu items are prepared, describing ingredients and cooking methods
- Maintain personal health and sanitation standards (wash hands when using restroom, etc.)
- Review work procedures and operational problems in order to determine ways to improve service, performance, and/or safety

- Ensures each employee who serves or handles alcoholic beverage has a valid Liquor licenses from the ABLE Commission and Chickasaw Mixed Beverage Permit on premise.
- Other projects as requested

OTHER DUTIES AND RESPONSIBILITIES:

NOTE: These include, but are not limited to the following (additional responsibilities may be assigned as necessary):

- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Perform day-to-day administrative tasks such as maintaining information files and processing paperwork
- Uniforms and/or clothing should always be business professional.
- Create and support an environment based on "Teamwork" by helping a fellow employees or guests without a second thought
- Superior attendance and punctuality
- Attendance in mandatory meetings, training, workshops, and/or seminars
- Adhere to organization policies and procedures
- Ensures the staffs always wears slip resistant shoes
- Ensures all staff members use a safety belt when lifting objects over 20lbs.

REQUIRED QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE):

- Bachelor's degree in area of specialty desired with a minimum of 5 years relevant experience
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources
- Knowledge of principles and processes for providing guest and personal services; this includes guest needs assessment, meeting quality standards for services, and evaluation of guest satisfaction
- Performing for people or dealing directly with the public. This includes serving guests in restaurants and receiving guests
- Knowledge of economic and accounting principles and practices, banking and the analysis and reporting of financial data
- Knowledge of laws, legal codes, government regulations regarding the food service industry
- Excellent oral and written communication skills
- Expert computer skills, ability to compose and create reports, letters, memos, and procedures
- Mature judgment and professionalism in handling all matters
- Required knowledge of administrative and clerical procedures and systems such as managing files and records and other office processes, procedures, and terminology
- Ability to read and understand information and ideas presented in writing
- Excellent math skills
- Excellent organization and problem solving skills
- Knowledge of InfoGenesis software

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Reaches, bends, stoops, lifts, carries and pushes.
- Lifts and carries supplies, and cases, weighing up to 30 lbs
- Essential hand/eye coordination
- Work is normally performed in a typical interior restaurant/bar/casino work environment
- Noise level is moderate to high
- Moderate or high exposure to cigarette smoke when on property.
- Limited exposure to physical risk
- Moderate physical effort required

I have read the above position description and can perform the duties and responsibilities described.

Employee Signature

Date

Employee Name Printed