

## **POSITION DESCRIPTION**

**POSITION TITLE:** Food & Beverage Supervisor (Outlets)

**REPORTS TO:** Food & Beverage Manager

**UPDATED:** February 2017

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### **OVERVIEW**

Daily supervision and direction of outlet service staff. Assist in the development, implementation and maintenance of quality standards for outlets. Interact with guests to ensure a positive guest experience.

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### **KEY RESPONSIBILITIES**

- Ensure that meals are being served in a professional and timely manner by circulating within the outlet and communicating with the kitchen and the order takers. Handle guest complaints. Monitor and supervise set up and maintenance of room service area to ensure that it is up to standard.
- Ensure availability of staff, supplies, and equipment to ensure positive guest experience. Assist in hiring, scheduling, supervision and control of cashiers, supervisors, greeters, servers and bus attendants.
- Attend pre-meal meetings and conduct ongoing training of employees to ensure that employees continue to improve their performance.
- Assist in the completion of reports on production and necessary requisitions.
- Assist in regulation of distribution of necessary supplies.
- Provide direct service to guests as needed, including, but not limited to, serving tables, bussing tables, seating guests, general clerical/cashier duties and assist with Banquet functions as needed.
- Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel. In addition, attendance at all scheduled training sessions and meetings is required.

## **SKILLS AND EXPERIENCE**

The individual must possess the following knowledge, skills and abilities:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Ability to supervise staff, including but not limited to assignment of duties, evaluating service, and taking disciplinary action when necessary.
- Knowledge of hotel food and beverage operations.
- Knowledge of food and alcoholic beverages.
- Knowledge of food service techniques and cost controls such as staffing, productivity, food cost and other expenses.
- Knowledge of Microsoft Excel

## **GENERAL REQUIREMENTS:**

- Formal University/college education is an asset with preference given to those with a hotel management degree
- Minimum two years food and beverage service background required, preferably in a supervisory role.
- Position requires walking and giving direction most of the working day; must be able to stand and exert well-paced mobility for up to 4 hours in length. Length of time of these tasks may vary from day to day and task to task.
- Must be able to lift up to 20 lbs. on a regular and continuing basis.
- Must be able to lift trays of food or food items weighing up to 30 lbs. frequently.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. occasionally.