Job Description: Food & Beverage Supervisor

Job Overview
The purpose of this position is to lead the daily Food & Beverage outlet operations including overall quality, service and service staff performance of the designated outlet or outlets. The Supervisor will work daily with the staff to ensure both Guest and Associate Satisfaction in the outlet by training, coaching, developing and correcting behavior of the Associates. This is a leadership position that directs the work of all hourly staff and is responsible for the overall performance of the outlet.

General Responsibilities
- Execute outlet operations including food and beverage promotions, customer service and inventories
- Lead the Front of the House staff in training the following: restaurant standards, wine service and customer service
- Assist F&B Management in monitoring labor, inventory and Food Handlers / OLCC Certifications
- Monitor the performance of outlet service staff. Supervision duties include; delegating responsibilities, scheduling, coaching and correcting, evaluating, interviewing, training and mentoring of staff
- Maintain Restaurant inventory, cleanliness, food rotation and menu consistency
- Maintain policies and procedures. Adhere to HACCP, OSHA and alcoholic beverage commission guidelines
- Provide assistance to the F&B Management in all menu preparations, kitchen rules, service standards, cleanliness and inventory controls for F&B
- Update the Specials menu board daily and changing during meal periods
- Responsible for training shift leaders for their responsibilities during all meal periods and events
- Assist the F&B Management in all kitchen efforts, staffing and inventory controls as assigned
- Assist in the execution of the strategic plan including forecasting, budget management, profit and loss accountability, cost control and inventories
- Conduct inventory for par levels of food, beverage and paper supplies. Assist in establishing methods for inventory control and adhere to purchasing procedures
- Ensure proper maintenance, cleaning and operation of the outlet and service equipment
- Continue to enhance the guest service experience by creative initiatives
- Assist in the execution of administrative function such as reporting, forecasting, quality assurance and departmental meetings
- Maintain and demonstrate strong knowledge of food and beverage trends within the hospitality industry
- Provide direct ‘hands-on’ cooking or prep work on the hot line if necessary to deliver quality, prompt food service as needed on busy events or meal periods
- Performs other duties as assigned

Job Qualifications

Education:
- High School diploma or GED required
- Bachelor’s degree in hospitality or business preferred

Experience:
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- Minimum of 3 years experience in commercial Food & Beverage operation or a bachelor’s degree with 1 year of experience in a resort Food & Beverage operation required
- One year experience in a leadership role is preferred
- Experience in a high volume, quality focused establishment is preferred
- Excellent written and oral communication skills required
- Positive interpersonal skills required
- Proficiency in the following software preferred; MS Word, Excel, PowerPoint, Micros POS

FLSA Information

Management Activities
- Interviews, selects and trains Associates
- Directs the work of Associates
- Appraise Associates productivity and efficiency for the purpose of recommending promotions or other changes in status
- Handle Associate complaints
- Disciplines the Associates
- Plans the work
- Determines the techniques to be used
- Provides for the safety and security of the Associates or the property
- Monitors or implements legal compliance measures
- Customarily and regularly directs the work of at least 2 or more full-time Associates
- Authority to hire or fire Associates, or makes suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other Associates are given particular weight

Discretion / Independent Judgment
This position requires the person in the role to represent the company in handling complaints, arbitrating disputes or resolving grievances as the position directly leads and manages the staff of servers, food runners, and server assistants and occasionally, the kitchen staff to ensure standards are met. This position is also be one that responds to guest inquires and complaints and is empowered to resolve the issue to meet guest satisfaction expectations.

This position has the authority to make independent choices, free from immediate direction or supervision and makes decisions or recommendations that may be occasionally be reviewed, revised or reversed. As the position supervises the daily operations of the team in the department, the position will be required to make immediate changes and adjustments to business formats as determined necessary.
ADA Information

Physical Requirements
- Ability to speak and hear
- Close and distance vision, including ability to identify and distinguish colors
- Frequent walking and standing with some sitting
- Frequently lifts/carries up to 5 lbs., occasionally lifts up to 50 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills

Working Conditions
- Varied working conditions; indoors in hotel, outdoors across the property
- Outdoor weather conditions may include; extreme heat and/or humidity, rain, thunder/lightning storms, other storm conditions
- Will be exposed to fumes, airborne particles and toxic/caustic chemicals
- Varying schedule to include evenings, holidays and extended hours as business dictates