

Position: Restaurant Supervisor	Department: Food and Beverage	Supervisor: Dir. of Food & Beverage, Restaurant Manager	
Job Titles Supervised: Bus Person, Restaurant Server, Host/Hostess	Date: October 11, 2017	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

The Restaurant Supervisor safely and efficiently provides excellent customer service with a smile! We want our guests to feel good about their dining experience so that they will tell others and become a loyal customer. We expect and encourage you to go out of your way to talk to guests and find out what their needs are before they have to ask you.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. The employee must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, the employee must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form no later than your first day of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- Comply with guest privacy standards
- Report to your supervisor or the MOD, **immediately, all injuries** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- Complete work in a timely manner and meet productivity standards/expectations
- Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Perform Restaurant Manager duties in the absence of the Restaurant Manager
- Assist Restaurant Manager in training, coaching, and role modeling for New Hires (provide positive and constructive feedback)
- Greet guests at assigned tables and ensure each guest has a dining room menu
- Offer, sell and obtain cocktail orders from guests

- Obtain the meal order and give to kitchen staff for preparation;
- Serve the food once prepared and ensure guests have everything they need
- Return to assigned tables periodically to see if additional items are desired. When guests have completed their meal, suggest a dessert. After completion of the meal or dessert, deliver the check
- Remove dirty dishes and silverware, place them in respective trays
- Prepare tables for service – wipe clean, set with clean linen, glassware, and silverware, properly placed; place condiments in an attractive fashion. May concentrate all his/her efforts on service during rush periods
- Know menu, menu prices, composition of food and beverage menu items; be familiar with all daily specials with proper plating procedures and restaurant promotions
- Up-sell/suggestively sell food and beverages by describing each item in an appealing way to increase check average
- Be familiar with all daily specials and with proper plating procedures
- Refill all condiments and waiter/waitress station supplies at the end of each shift
- Maintain food and beverage control (i.e. pre-check machine, portion control, liquor control)
- Perform opening & closing work as requested
- Prepare and deliver room service or take-out orders as requested

Supervisor Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction; earn and maintain trust and respect
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback, and keeping manager informed as needed
- Review daily Time & Attendance punches in payroll and maintain Attendance Spreadsheet (log), accurately reflecting reasons for occurrences
- Assist with keeping timely & accurate documentation; all documentation must be approved and issued by the manager
- Train team how to punch in, out & transfer departments (holds employees accountable via use of missed punch form)
- Assignment of daily duties, based on scheduled staffing, to meet hotel needs while effectively controlling payroll; effectively communicate any shortages or needs to management
- Orient employees per OHM's process and procedures

Skills Required:

Leadership, problem-solving, and basic computer skills; ability to share knowledge and teach others to perform tasks, high level customer service, effective communication with guests and team members, able to follow instructions, learn quickly, pay attention to detail, and maintain composure when working under pressure

Experience / Education:

Server experience, supervisory experience preferred; must be of legal age to serve alcohol; high school diploma and/or equivalent work experience

Performance Measurement:

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.

Physical Demands:

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to eligible employees to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.



Manager

Date

Employee Signature

Date

Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to eligible employees to perform the essential functions.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of duties are performed while standing or walking, i.e. taking and ringing up orders.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of duties are performed while standing or walking, i.e. delivering food, going back and forth from kitchen.
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate bending while performing duties, i.e. picking up dishes, restocking.
<input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input checked="" type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Infrequent squatting while performing duties, i.e. picking up heavy trays, restocking.
<input checked="" type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	

Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent twisting while performing duties, i.e.

<input type="checkbox"/> Infrequent: 1-120 twists/day	serving customers their meal.
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input checked="" type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting floor to waist while performing duties, i.e. ice buckets.
<input checked="" type="checkbox"/> Infrequent: up to 40 lbs	
<input type="checkbox"/> Moderate: up to 40 lbs	
<input type="checkbox"/> Frequent: up to 40 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Frequent lifting waist to shoulder while performing duties, i.e. lifting trays to shoulder.
<input type="checkbox"/> Infrequent: up to 40 lbs	
<input type="checkbox"/> Moderate: up to 40 lbs	
<input checked="" type="checkbox"/> Frequent: up to 40 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting overhead while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 40 lbs	
<input type="checkbox"/> Moderate: up to 40 lbs	
<input type="checkbox"/> Frequent: up to 40 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Occasional push pulling while performing duties, i.e. providing room service or working functions / banquets.
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Moderate repetitive motion while performing duties, i.e. serving meals, lifting trays, cashiering.
<input type="checkbox"/> Infrequent	
<input checked="" type="checkbox"/> Moderate	
<input type="checkbox"/> Frequent	

Cardiovascular - Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • High energy requirements as on feet and in motion for majority of duties.
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

Manager
Date

Employee Signature
Date