JOB DESCRIPTION

FOH / CAFÉ SUPERVISOR

Position Hours: 35 hours per week  Wage: $14.37 per hour, plus tips

Reports To: Operations and Services Manager

Start date: December 10, 2017 (closed over Christmas Dec 21 to January 1, Restaurant and Café launches are mid-January)

Benefits: Health and Dental Insurance, MSP coverage, and RRSP matching plan.

Positions Available: 1 (Mon – Saturday; 5 days total)

Job Description:

This is a leadership position within the Grad House Restaurant and Side Project Coffee. The FOH/ Café Supervisor will work with the Kitchen Supervisor and the Operations and Services Manager to maximize customer satisfaction and ensure the restaurant and café’s success. The FOH / Café supervisor is responsible for the work of the front of house staff as well as the work of the café staff, as well as act as direct supervisor to the server. The FOH / Café Supervisor is responsible for all aspects of liquor control as well as ensuring that quality and consistency of all beverage products. In addition to supervisory duties this positions involves bar tending, bussing tables when able, covering server breaks, and serving tables during down times as well as maintaining the bar and all of its stock levels.

DUTIES AND RESPONSIBILITIES

Supervision and Training

- Communicates with Operations and Services Manager regarding serving and café staff performance
- Leads and Supervises front of house staff, as well as providing direction for server supervisor
- Help with restaurant appearance. Ensures proper staffing levels
- Work with serving supervisor to assist with scheduling plan
- Participates in training of front house staff and ensure awareness of their duties in relation to:
  - Cash Count
  - Point of sale operations and special forms
  - Opening and closing duties
  - Management and operations policies
  - Cleaning duties
- Ensure front end staff are aware of all operational and policy changes tracks, as well as any events or menu changes
- Ensure all Grad House policies are followed and enforced
- Cover serving staff during breaks
- Cut staff when business is slow

Bar Supervisor

- Ensure day to day bar prep is done, including syrups, shrubs and garnishes
- Standardize drink recipes and quality
- Bar menu development with GSS Ops and kitchen supervisor
- Ordering for bar and café
- Weekly liquor inventory and day to day costing of alcoholic drinks using Optimum Control
- Work with GSS Ops and kitchen supervisor to keep catering program flourishing and running smoothly
Customer Service
- Ensures customer satisfaction, makes judgment calls when escalating concerns to Operations and Services Manager
- Takes and relays food and beverage orders using prescribed method
- Processes guest orders in a timely and accurate manner
- Serves food and beverages to guests when all servers are cut
- Provides food and beverage product knowledge
- Assists with seating control when necessary
- Uses proper serving techniques
- Practices responsible alcohol service
- Totals bill and accept payments
- Bussing and hosting when able to
- Ensures that restaurant setup is completed before opening, ensures closing procedures are followed and restaurant is secured at close

Administration
- Help create serving guide and establish FOH operating procedures for staff in new operation
- Cash out and reconcile cash with total sales
- Responsible for approving voids, refunds, and abnormal discounts during shifts
- Acts as main contact for communication and resolving problems between kitchen and serving staff during shift
- Notify Operations and Services Manager when paper supplies, glassware, liquor, and non-alcoholic beverage supplies are low.
- Check server cash-out sheets weekly to ensure they were completed correctly
- Ensure front of house cleaning duties are completed
- Coordinate logistics for internal meetings
- Coordinate logistics for annual staff & board training as well as annual staff social events

Occupational health and safety, cleaning and upkeep
- Ensures daily and weekly cleaning duties are completed as described in cleaning schedule
- Clean and clear section served, assist staff with duties
- Ensures all health and safety regulations, liquor laws and restaurant policies are followed by front of house staff
- Ensure proper storage of equipment and furnishings (i.e. seasonal closures of patios, catering supplies)

QUALIFICATIONS & SKILLS

Qualifications
- Extensive experience in front-end service in a high volume restaurant
- Barista experience is an asset
- High school diploma or GED equivalent
- Completion of a food service administration, hotel or restaurant management course is an asset
- Knowledge of the products, services, sector, industry and local area
- Knowledge of relevant legislation and regulations
- Must be able to perform simple math calculations
- Must be able to move quickly and stand for long periods of time
- Ability to lift up to 25lb
- FOODSAFE, Serving It Right
- Experience with liquor inventory is an asset

Skills
- Provide excellent customer service
- Capacity to communicate clearly with co-workers and guests
- Provide leadership
- Proven human resource management skills such as training, motivation,
- Capable organizer, handle multiple tasks, strong time manager