JOB DESCRIPTION

| **Title** | RESTAURANT SUPERVISOR | | |
| --- | --- | --- | --- |
| **Reports To** | [INSERT TITLE] | | |

**Job Purpose**

The Restaurant Supervisor is a customer focused individual who is tasked with guaranteeing that everything runs well in the kitchen. The Restaurant Supervisor's duties include supervising the operations of restaurant employees, expediting customers' orders as needed, and maintaining positive working relationships with suppliers. They must also be able to discover cost-cutting opportunities for the business.

An excellent Restaurant Supervisor must have strong management abilities and be willing to take disciplinary action when employees perform poorly. Finally, a top-performing restaurant supervisor should be able to provide excellent customer service and ensure that customers have a positive dining experience.

**Duties and Responsibilities**

Overall Responsibilities include but not limited to:

* Assisting with the hiring and training of new personnel, as well as ongoing training for current employees.
* Overseeing wait staff, kitchen crew, and bussing employees, as well as front and back of house operations.
* Maintaining excellent food quality standards
* Ensuring that the culinary crew follows all health code and cleanliness regulations.
* Providing excellent customer service and inspiring the team to do the same.
* Attending customer problems and efficiently resolving them.
* Develop strategies to help our consumers have a better eating experience.
* Working with the team to forecast future kitchen supply, commodities, and cleaning needs.
* Keeping track of all the things needed.
* Identifying ways to reduce waste, lower costs, and increase profitability.
* Managing the restaurant's staff's work schedules.

**Qualifications**

* GED or high school diploma
* Bachelor's degree in business administration or hospitality is an advantage
* Years of experience working as a supervisor in the hospitality industry preferred

**Additional Skills Required**

* Demonstrated ability to operate in a fast-paced environment
* Multitasking abilities
* Physical stamina to stand for an extended amount of time.
* Organisational, communication, and customer service skills.
* Strong leadership abilities
* Excellent managerial skills

**Working Conditions**

* X work hours per week
* Working on evenings and/or weekends may be required
* Overtime may be required
* Must pass background check