

JOB DESCRIPTION

TITLE

Restaurant Supervisor

LOCATION

The Lakes Distillery Company Limited

REPORTS TO

Restaurant Manager/ Assistant Manager

To ensure the smooth, courteous and efficient service and hospitality to guests in the restaurant. All work is carried out in line with the restaurant's guidelines, food and beverage sales and marketing plan, the restaurant business plan, and Bistro guidelines and service concepts.

KEY RESPONSIBILITIES

SUPERVISE SERVICE AND WAITING STAFF AND SERVICE GUESTS IN THE RESTAURANT TO MAXIMISE SATISFACTION AND PROFITABILITY

- To ensure the smooth, courteous and efficient service and hospitality to guests in the restaurant and bar.
- To participate in employee training and maintain a consistently high quality of service to guests
- To uphold and maintain a strong team spirit and enjoyable work atmosphere
- To communicate to employees the company policy and practise, where this relates to their jobs and organise briefings when necessary
- To check the restaurant and dispense bar before opening, ensuring that all mise-en-place has been completed to specifications
- Performs all service duties of the restaurant
- To assist management in controlling seating/reservations
- To monitor the presentation of all food and beverages and standards of service ensuring they meet with the standards laid down by the restaurant and company, and to advise the Manager or Assistant Manager where unsatisfactory standards are identified
- To liaise with the Manager or Head Chef as to any special dishes to be added or deleted from the menu
- To ensure the restaurant or designated area is at all times maintained in a clean and tidy condition and that menus, crockery, cutlery, etc. are put away correctly
- To ensure that sufficient stocks of crockery and cutlery are available for service

- To check mise-en-place preparation for the next day's service

This document outlines the duties required for the post for the time being, to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.