

JOB DESCRIPTION

Job Position: Bar & Restaurant Supervisor

Purpose of job: To assist in the smooth running of the Restaurant and to make sure that all the team members are working to the Mour Bar and Restaurant Standards of Procedure, detailed in the MourBar and Restaurant SOP Manuals. Ensure that the shift runs smoothly, up sell and ensure that all guest's needs are met. Working closely with the Restaurant Manager to assist in training, supervising and motivating the Restaurant team.

Responsible to: Restaurant Manager, Duty Manager. & Assistant Bar Manager.

Liaison with: All management and employees

Main area of responsibilities

SUPERVISOR ROLE

- To ensure the Restaurant runs smoothly by following correct systems and procedures.
- To demonstrate supervisor qualities by always leading by example.
- To always show a positive approach to the job role.
- To assist in creating a work environment in which employees are managed in a fair, respectful manner within a stimulating working environment.
- To communicate with the team and individuals in a friendly, courteous and professional manner.
- To take a "hands on" approach to the needs of the business.
- To take ownership for all tasks, duties and responsibilities assigned to you, ensuring they are successfully and thoroughly completed to the required standard.
- To liaise with the Restaurant Manager on a regular basis as agreed.
- Excellent customer service skills, and people management abilities.
- To always supervise the team and provide excellent customer service at; actively talk to customers when working in the Restaurant.
- To ensure we are striving to make every guest a repeat guest by providing an excellent level of service.

PRODUCT QUALITY AND SERVICE

- To check all employees are in the correct uniform and all conform to the Mour Bar and Restaurant Uniform Standards of Procedure. To rectify any deviances.
- Responsible, with the Restaurant Manager for organising specific duties per shift to ensure that every step of the customer journey is managed.
- To ensure all guests receive a greeting when they enter the Restaurant at the maitre d stand.
- To be a role model by consistently adhering to the Mour Bar and Restaurant SOP Manual, and to encourage the team to do likewise.
- To supervise the team and to ensure they all have a pro-active view towards sales, cross-selling and up-selling techniques.
- To encourage the team to educate guests about the Mour product at every opportunity.
- To brief the team in the Restaurant Manager's absence at start of services informing them of menu changes after liaising with Chef, the shift's staffing levels, business levels and pressure points.
- To ensure standards of cleanliness are maintained within the Restaurant area.

- To ensure that the Restaurant is set for service and to the required standards.
- To strive to improve the operation and to implement advice and suggestions immediately.

ADMINISTRATION

- To accurately complete any administration duties as assigned to the agreed standard and timescale as directed by the Restaurant Manager.
- To be responsible for all dockets reaching appropriate departments in an acceptable timescale.
- Ability to take table reservations, manage bookings and liaise with Reception.
- To be responsible for accurate use of the Fidelio/Micros system and all cash and other payment methods during the shift including correct cash and credit cards reconciliation at the end of the shift.
- To be responsible for supervising the completion of opening and closing procedures as specified (Refer to specific Restaurant Training SOPs).

BUSINESS PROMOTION AND SALES

- To have a pro-active view towards promotions and sales and up-selling where appropriate.
- To maximise sales through suggestive selling techniques.
- To ensure a reasonable level of personal interest in the Hotel in general; ensuring a high level of information and service to customers; and to ensure that all general enquiries and relevant information are dealt with or referred on as appropriate.

TECHNICAL SKILLS & GENERAL

- To demonstrate observation skills to attention to detail and to rectify any deviances promptly.
- To report any malfunctioning or unsafe equipment immediately to the Restaurant Manager.
- To be proactive in solving problems when they occur.
- To ensure the team comply with all Hygiene, Health & Safety and Licensing Legislation.

TRAINING & HUMAN RESOURCES

- To actively support the Restaurant Manager in the training of all employees.
- To act as a role model to all new employees, by showing a positive approach to team spirit through excellent team support and communication.
- To be supportive with the training of trainee in their area of expertise.
- To attend department and staff meeting when required.
- Adhere to the Company's uniform policy when on duty.
- Maintain a high level of attendance and supervise the team and their time keeping.
- Adhere to all aspects of licensing law, trading standards, Customs and Excise regulations, food hygiene, health and safety and Company policy.
- To be supportive of the Restaurant Manager.
- To correctively coach & praise individuals and the team on an ongoing basis.