



Position	Division	Department	Payroll Status	Start Date	End Date
F&B SUPERVISOR, RESTAURANT	F&B	TWENTY/20 GRILL & WINE BAR	Full Time	now hiring	REGULAR

JOB SUMMARY: As part of the Twenty/20 Grill & Wine Bar, the Restaurant Supervisor creates a warm, connected, and memorable dining experience for guests. The Restaurant Supervisor oversees the Food Servers, Assistant Servers, Expeditors, and Hosts to ensure a shifts operational procedures are executed efficiently and constantly applied, in accordance with the Restaurant’s service standards. The ideal candidate would enjoy leading and developing associates, working in a team, view operations holistically, resolving problems under time pressure, and working in a fast paced environment.

ESSENTIAL RESPONSIBILITIES: The Restaurant Supervisor oversees a restaurant shift. Duties include:

- Circulate on the restaurant floor, continually checking with the guests and the service staff to ensure that everything is to the guests' satisfaction; handle guests' complaints and thank the guests upon departure; monitor and supervise set up and maintenance of dining room area to ensure that it is up to standard.
- Control flow of room by seating guests in each section by rotation. Responsible for assigning and supervising all opening and/or closing side duties. Make entries into logbook. Assist with scheduling attendants and control of greeters, servers and bus attendants.
- Conduct pre-shift meetings on a daily basis. Participate in ongoing training of associates to ensure that they continue to improve their performance. Recognize outstanding performance by service personnel and handle discipline as per standard operating procedures.
- Adjust labor appropriate to business demands.
- Enforce Service Standards
- Complete reports on production, fill out necessary requisitions and control distribution of necessary supplies.

REQUIREMENTS:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Knowledge of computer accounting programs, math skills as well as budgetary analysis capabilities required.
- Ability to supervise subordinate staff, including, but not limited to, assignment of duties, evaluating service and taking disciplinary action when necessary.
- Ability to solve problems and make rational decisions.
- Knowledge of resort food and beverage operations.
- Knowledge of food and alcoholic beverages.
- Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations.

PHYSICAL DEMANDS:

- Position requires walking and giving direction most of the working day; must be able to stand and exert well-paced mobility for up to 4 hours in length. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to reach different restaurants and other departments of the resort on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks.
- Must be able to lift up to 15 lbs. on a regular and continuing basis.
- Must be able to lift trays of food or food items weighing up to 30 lbs. frequently.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.

QUALIFICATIONS:

- High school or equivalent education required.
- 3+ years previous restaurant supervisory experience in a casual/fine fair required.
- Previous experience with wine/vineyard cuisine preferred.
- Previous experience with Micros preferred.
- TIPS certified preferred.
- Must be at least 21 years of age or older.

