Job Description: Dining Room Supervisor

Summary:
Reporting to the Food & Beverage Manager, the Dining Room Supervisor ensures that guests have a pleasant and memorable dining experience.

Job Requirements:
- Minimum of 2 years serving or supervisory experience required in fine dining or upscale restaurant.
- Professional, articulate, friendly, and punctual.
- Possesses and exhibits the drive to provide exceptional service.
- Full time flexible hours are required (able to work days, nights, weekends, holidays).
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
- Proficient in computer skills including POS systems, Word and Excel.
- Professional appearance appropriate for a fine dining establishment.
- SmartServe Certification

Skills:
- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must have good supervisory skills.
- Must have good communication and ability to promote sales.
- Must be skilled in time management.
- Must have teaching and motivational skills.

Attitude:
- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests and exceed their expectations.
- Must be flexible and able to adjust to meet the changing needs of guests.
- Must maintain a level of professionalism and communicate effectively.
- Must show enthusiasm for the job, the restaurant and the hotel.
- Must be considerate, patient and willing to help out fellow employees.
- Must have a good self-image and be able to command the respect of the employees.
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle guest complaints according to policies and procedures.
- Possess the highest work ethics, personal morals and honesty beyond reproach.
Job Description: Dining Room Supervisor

Duties:

- Anticipate guest needs and ensure that service meets/exceeds expectations to ensure a memorable and pleasant dining experience.
- Maintain communication with and supports the Food & Beverage Manager.
- Inspect dining room, table settings, chairs, floors, proper maintenance, cleanliness and safety. Takes immediate action to correct any issues.
- Manage the guest reservation system.
- Receive and greets members and guests; assist with seating.
- Check tables throughout service times for guest satisfaction, resolve guest complaints.
- In absence of the Food & Beverage Manager may serve as Manager on Duty (MOD) and handle opening or closing procedures.
- Supervise the dining room staff and maintain uniform service standards.
- Conduct daily line-up with dining room staff.
- Ensure side work is completed everyday and dining room supplies are stocked. Reports any supply shortages to the Food & Beverage Manager.
- Review daily specials, stations and other applicable announcements.
- Train new-hires in service standards, menu items, use of Micros system
- Train food service and bar staff on a continuous basis.
- Assist with banquet room set up and break down.
- Coordinates food service between kitchen and service staff.
- Act as initial contact for disciplinary actions. Assure that actions are consistent and accurate. Provides timely detailed account of any disciplinary issues to the Food & Beverage Manager.
- Review daily and weekly functions with Food & Beverage Manager.
- Lead to achieve desired results in high quality service and experience for guests.
- Perform other related duties as assigned.