

RESTAURANT SUPERVISOR JOB DESCRIPTION

JOB SUMMARY

Assists the Restaurant Manager in directing and organizing the staff of A.T. (Ariccia Trattoria), Piccolo Bar and Lounge, Caffé Siena, In-Room Dining and our Executive Floor Lounge to ensure first class service, food & beverage offerings and marketing to maximize profits and guest satisfaction

ESSENTIAL DUTIES

- Assist the Restaurant Manager in Interviewing, selecting, training, supervising, counseling and disciplining outlet staff.
- Supervising the floor during meal periods to ensure that all Capella standards and steps of service are met through all guests interactions.
- Ensuring that checklists, requisitions and proper opening and closing functions are being completed each shift.
- Communicate effectively, both verbally and in writing, to provide clear direction to the staff.
- Observe performance and encourage improvement where necessary.
- Ensure staffing levels for all outlets are accurate based on hotel and outlet business levels. Organize and conduct pre-shift and departmental meetings communicating pertinent information to the staff, such as house count and menu changes.
- Communicate with guests and employees using a positive and clear speaking voice, listen to and understand requests, respond with appropriate actions and provide accurate information.
- Remain calm and alert, especially during emergency situation and/or heavy hotel activity, serving as a role model for the staff and other hotel employees.
- Ensure basic standard operating procedures for all outlets are in place and are in compliance with Federal, state, local and Capella's own practices. (e.g. ServSafe, Responsible Vendor)
- Ensuring that all steps of services as outlines in training materials are being followed on a daily basis.
- Interact positively with customers promoting hotel facilities and services. Resolve
 problems to the satisfaction of involved parties. Answer telephones in a clear voice,
 coordinate and document reservations. Organize special events in the restaurant
 such as receptions. Maintain rapport with all departments and attend relevant
 meetings.
- Move throughout the facility and kitchen areas to visually monitor and take action to
 ensure food quality and service standards are met. Verify temperatures, judge
 appearance and taste of products and check preparation methods to determine
 quality. Give guidance toward improvement and make necessary adjustments for
 consistency.
- Utilize computer to accurately charge customers, create forecast and revenue reports and write correspondence. Input and retrieve data and change computer procedures using complex series of keypunches to program system.
- Ensure that all standards and hotel cash handling procedures are met.



- Maintain cleanliness of all outlets on a daily basis.
- Solicit feedback from guests concerning the service and food & beverage offerings in all outlets.
- Work closely with the Restaurant Manager, Executive Assistant Manager, Food & Beverage and Director of Finance in monthly beverage inventory and quarterly china/glass/silver/linen inventory.
- Ensure all daily and monthly reports are detailed and submitted in a timely matter.
- Assist the restaurant manager with working closely with Marketing and Social Media Manager to ensure that all promotions and collateral updates (including social media and website information and menu updates) are done in a timely matter.
- Assist the Restaurant Manager in planning and setting up special events for A.T. and Piccolo bar and Lounge (e.g. Beer, wine and spirit dinners, Mother's Day, Easter, Father's Day, Thanksgiving, Christmas, Graduation, New Years, Holiday Events, etc.)

SUPPORTIVE FUNCTIONS

- In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.
- Ensure maintenance of equipment by calling for repairs and training staff on proper use. Using proper standard operating procedures to report and fix these issues.
- Conduct competitive research and report trends and recommendations.
- Support the entire Food & Beverage operation including supervising other areas if necessary, handling special projects, running promotions, handling public relations and marketing.
- Attend mandatory meetings including divisional meetings, staff meetings, etc.
- Participate in Manager on Duty coverage program, which may require occasional weekend stay overs
- Utilize traditional software programs such as Word, Excel, Publisher, PowerPoint and/or Outlook Express.
- Maintain a clean and organized work area.
- Complete other duties as assigned by the Restaurant Manager or Executive Assistant Manager, Food & Beverage.
- Demonstrate positive leadership characteristics which inspire Team Members to meet and exceed standards.
- Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.



SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Thorough knowledge of Food & Beverage outlet operations including foods, beverages, supervisory aspects, service techniques and guest interaction.
- Considerable skill in math and algebraic equations using percentages.
- Ability to walk, stand, and/or bend continuously to perform essential job functions.
- Ability to move up to 100 lbs., with wheeled assistance.
- Ability to lift up to 50 lbs., and to lift lifter objects overhead. The transporting, moving, lifting, and/or stacking of alcoholic and non-alcoholic beverages.
- Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Ability to accomplish necessary tasks on a computer.
- Meet governmental regulations dealing with the sale of alcoholic beverages.
- Meet governmental health requirements.
- Knowledge of food and beverage operations and products, basic drink service and supervisory knowledge.
- Ability to communicate in English, both orally and in writing, with guests and employees, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
- Requires standing and walking 95% of workday.
- Physical activities include walking, talking, standing, stooping, hearing, seeing, talking, bending, reaching, fingering, feeling, touching, writing, grasping, handling, stretching, balancing, pushing, pulling.
- Interaction with all types of people.
- Considerable repetitive motion of hands, wrists, shoulders and back is required.

EDUCATION

 Any combination of education, training or experience that provides the required knowledge, skills and abilities. High School graduate or equivalent required.

EXPERIENCE

No prior experience required. Prior hospitality experience preferred.



CERTIFICATES

- Ability to obtain any government required licenses or certificates.
- CPR Certification and/or First Aid training preferred.

GROOMING

• All employees must maintain a neat, clean and well-groomed appearance (specific standards available).

NOTICE

The hospitality business functions seven days a week, twenty-four hours a day. This is a hospitality business and a hospitable service atmosphere must be projected at all times.

Upon employment, all employees are required to fully comply with Capella Hotel Group rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the skills and responsibilities required to do this job successfully.

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