

# HOTEL TEATRO

<b>Position:</b> Food & Beverage Supervisor	<b>Department:</b> Food and Beverage
<b>Status:</b> Non-Exempt	<b>Reports to:</b> Food & Beverage Management

## Position Summary:

The Food & Beverage Supervisor takes responsibility in the absence of management for the overall operation of each established outlet within the hotel to include but not limited to support of banquet events. They ensure clear communication to serving staff of daily events, 86'd items from the menus, changes in menu items, and other pertinent information to be successful. Greet every guest, manager, co-worker or subordinate in a professional and friendly manner. Work directly with culinary team to ensure timeliness of delivery to guests and overall guest satisfaction of dining experience and service.

## Essential Functions:

- Lead, motivate, and coach in all F&B areas of the hotel to ensure that established cultural and core standards are met.
- Conduct opening pre-shift with serving and kitchen staff to ensure timely and friendly service.
- Complete pre-shift walk through of the facilities to ensure room temperature, music level and proper lighting are within hotel standards.
- Ensure proper set for meal service periods and make proper corrections if necessary.
- Regularly attend morning management meeting in the absence of F&B Management team.
- Must be visible in the operation, provide recognition, promote good public relations, and handle complaints, concerns or special requests for guests, clients, and group contacts.
- Effectively prioritize duties and responsibilities as appropriate to business demand.
- Performance of managerial administrative functions to assist serving staff as need; to include but not limited to refunds for inadequate service, poor food quality and overall guest dissatisfaction.
- Describe and ensure quality of all food items, ingredients, and preparation methods.
- Support serving staff as necessary and required based on business demand; i.e. take orders from guests, bus or clear tables and reset for next seating, stock and serve orders as needed.
- Control labor through effective shift labor management based on business necessity.
- Ensure proper reporting of all voids, comp's, management exceptions or other monetary transactions that require special attention.
- Ensure proper training and use of the MICROS POS by all subordinates authorized to use the equipment.
- Ensure proper change available for server transactions. Conduct daily count of house F&B bank and coordinate proper change is received from Accounting Department.
- Observe physical condition of facilities and equipment in the outlets and make recommendations for corrections and improvements as needed.
- Ensure safe practices within the Food & Beverage Department are followed by all employees, to include proper placement of F&B equipment not limited to tables, chairs, beverage carts, etc.

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- Complete end of shift walk through to ensure the completion of server side work, restocking, and cleanliness standards are met prior to releasing servers for the day.
- Ensure set for next service is complete or properly stocked for next shift.
- Daily verbal and written shift pass on communication required to effectively inform incoming managers of important staffing challenges, inventory shortages, guest complaints and resolutions, and other important hotel information pertaining to service & operations. This includes Daily Checklists as assigned by F&B Management.
- Comply with Hotel Teatro's Policies, Procedures and Standards of Conduct outlined in the employee handbook.
- Regular attendance in accordance with the outline policy explained in the employee handbook and as scheduled is required.
- Work harmoniously and professionally with co-workers and supervisors.
- **Essential Characteristics**
- Takes pride in providing exceptional service to guests and all Associates.
- Has a cheerful, upbeat attitude and naturally shares optimism with guests and all Associates.
- Fosters an approachable demeanor to all within her department and area of responsibility.
- Works effectively and communicates with other departments to meet Hotel goals; expresses "point of view" differences in a professional manner and involves others in developing "win-win" situations in a timely manner.
- Effectively communicate both verbally and in writing all staff performance, attendance or behavioral issues that are in violation of Hotel Teatro's policies and procedures to senior management either within F&B or Human Resources for corrective action if necessary.

**KNOWLEDGE, SKILLS AND ABILITIES NEEDED FOR POSITION:** (specify whether required or preferred):

Area	Comments	Required:	Preferred:
<b>Education:</b>	High school diploma or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Previous Work Experience:</b>	1 -2 years related experience and/or training 1-2 years supervisory experience within a F&B setting	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Language Ability:</b>	English	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Other:</b>	Ability to perform additional duties to include but not limited to special projects, department improvements or tasks required for cleanliness standards.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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- **PHYSICAL REQUIREMENTS:** How much on the job time is spent performing the following physical activities? Does the job require weight to be lifted, carried, or force be exerted? If so, how much and how often?

Activity	Never, Rarely, Occasionally, Frequently	Lifting Weight	Never, Rarely, Occasionally, Frequently
Standing	Frequently	Up to 20 pounds	Frequently
Walking	Frequently	Up to 30 pounds	Occasionally
Sitting	Occasionally	Up to 50 pounds	Rarely
Using hands to finger & feel	Frequently	Up to 100 pounds	Rarely
Reaching with hands and arms	Frequently	More than 100 pounds	Rarely with assistance
Climbing or Balancing	Never	Other: May be subject to occasional outdoor weather conditions, moderate noise levels and long periods of standing.	
Stooping, Kneeling, Crouching Crawling	Frequently		
Talking or Hearing	Frequently		
Tasting or Smelling	Frequently		

**SCHEDULE REQUIREMENTS:** Regular attendance in conformance with the standards set by Hotel Teatro. Employees with irregular attendance/tardiness will be subject to disciplinary action up to and including termination of employment. Hotel Teatro is a 24 hour operation and as such schedules are based on business necessity which include but not limited to weekends, holidays and evenings. Hotel Teatro will do it's best to accommodate schedule requests but do not guarantee any request will be granted.

**I am signing that I have received a copy of my job description and understand that it is not an exhaustive list of my job duties. I will notify my manager if there is something I do not understand or if I need additional training on any aspect of my job.**

\_\_\_\_\_  
Associate Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Manager

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