



Supervisor / Assistant Manager

Your key responsibility will be to provide “hands-on” hospitality skills as well as supervising your team to ensure customers are receiving a fast, efficient, friendly and professional dining experience.

MAIN TASKS

- Facilitate / arrange the restaurant opening & closing procedures.
- Delegate food & beverage activities to ensure the service meets customer and business requirements.
- Train staff on various on-job skills and monitor performance levels.
- Analyse sales results, set sales plans for staff & monitor outcome.
- Carry out all activities required of all food and beverage staff as and when required.
- Be aware on a daily basis of “chef’s recommendations” and communicate to staff.
- Regularly liaise with your manager regarding customer, staff and operational issues.
- Support the manager in achieving profit targets for the outlet.
- Regularly monitor staff’s “sequence of service” standards, and uniform standards and take corrective action where necessary.
- Ensure that all legal requirements are adhered to including RSA, OH&S, Food Hygiene etc.
- Be aware of and deal with any complaints in accordance with company policy, notifying your Manager of issues/outcomes, where appropriate.
- Complete all paperwork accurately, legibly and clearly.
- Verify and check staff timesheets and pass them onto Head Office Payroll dept/your manager ready for payroll.
- Manage the restaurant outlet in the absence of your manager.
- Comply with the requirements under the Responsible Service of Alcohol.
- Attend all meeting and training sessions.
- Comply with company policies & practices.
- Any other adhoc duties as directed by management.