



RESTAURANT SUPERVISOR X 2

PRIMARY JOB PURPOSE

These two supervisor positions are available at Woodmead in Sandwedge and Members Bar Restaurants. The role involves supervising the daily operations of the restaurants, while maintaining the established standards of food and beverage service at all times. The supervisor will support and manage the restaurant staff to ensure that service to members and guests is of the highest quality.

KEY RESPONSIBILITIES

- Carry out the restaurant daily operation in the absence of the Restaurant Manager.
- Ensure staff is on duty as rostered, allocated to their stations, professionally dressed and well-groomed and prepared (pens, order pads, waiters' friends, etc.)
- Draw up waiter stations daily and have it displayed on staff board.
- Ensure all equipment, furniture and fittings are in perfect working condition, e.g. menus, condiments, table numbers, cutlery, crockery, glassware etc.; and take appropriate action to remedy if not.
- Hold daily briefing with staff before shift to discuss specials, stock shortages, etc.
- Ensure that members and their guests are warmly welcomed, assisted with seating if required and given prompt, attentive and unobtrusive service at all times.
- In conjunction with Restaurant Manager constantly monitor the quality and presentation of all food items, liaising with chefs to ensure the same.
- Whenever appropriate and opportune, ensure that upselling of food and beverage items is undertaken.
- Liaise with members and guests regarding any complaints and try to resolve and report to Restaurant Manager/ Duty Manager.
- Daily check that barman do their stock takes and communicate discrepancies with Restaurant Manager/ F&B Manager
- Conduct all stock takes and equipment inventory with Restaurant Manager as required.
- Check all internal beverage stock orders, issues and transfers requested by barmen according to Club policy. Ensure authorisation by Restaurant Manager/ F&B Manager.
- Manage stock levels of all Operating Equipment and always ensure proper handling and storage.
- Assist Restaurant Manager with staff rosters and ensure staffing levels are in line with business levels.

- Liaise with sous chef to ensure effective co-operation and communication between front and back of house operations.
- Be proactive in encouraging teamwork, co-operation, harmony, productivity, and a positive attitude within the working environment.
- Provide on the job training to staff on a consistent basis striving to improve the standards of service.
- Monitor staff performance closely and discuss any challenges with Restaurant Manager/ F&B Manager.
- Check all areas of the Restaurant are compliant with Health and Safety requirements.
- Communicate any maintenance needs with Restaurant Manager/F&B Manager.
- Communicate any IT (computer) issues with IT manager/Admin Manager immediately.
- Be able to work in any F&B area when requested by management.
- Attend meetings and training sessions as requested.
- At all times promote and follow legal responsibilities and requirements associated with responsible service of alcohol (i.e. service of alcohol to underage persons).
- Manage lighting, music, and television in accordance with Club Standards.

PERSONAL ATTRIBUTES& SKILLS

- Strong communication skills (written and verbal).
- Ability to establish and maintain excellent relationships with members, guests, and staff.
- Ability to demonstrate highest level of professionalism, work ethic and positive attitude to all members, guest, and staff.
- Ability to cope under pressure.
- Ability to pay attention to detail.
- Ability to make quick decisions.

MINIMUM / PREVIOUS EXPERIENCE

- Minimum 2 – 5 years' working experience as supervisor (an advantage).
- Experience working on Jonas.
- Computer literate (MS Word, Excel, Outlook)

QUALIFICATION

- Minimum Matric/ Grade 12 Certificate
- Tertiary Qualification (Preferred)

PROPERTY

- Woodmead

APPLY NOW!

APPLICATION PROCESS:

Interested applicants must complete the application form and submit it along with their CVs to careers@ccj.co.za no later than **31st January 2025**.